

## Booking Form

Step 1. Complete Part 1 and send to BHSEA (email or post). Contact details below  
 Step 2. Once we have received the form we will contact you to confirm your place(s)  
 Step 3. Make your payment to BHSEA - see Payment details below

Event title	Claims Management Seminar		
Date	20 <sup>th</sup> April 2016	Cost	£60 (£50 + VAT) for BHSEA Members £90 (£75 + VAT) for non-members
Venue	National Metalforming Centre (NMC), 49 Birmingham Rd, West Bromwich, B70 6PY NMC Website / venue: <a href="http://www.nmcvenue.com">http://www.nmcvenue.com</a>		

### 1. You and your Company

	Name	Email	Tel. no.
Delegate 1			
Delegate 2			
Company / org. name			
Address & postcode			

### 2. Contact details:

Liz Prohett E-mail: [secretary@bhsea.org.uk](mailto:secretary@bhsea.org.uk) Tel: 07881 290238

BHSEA, 721 Hagley Road West, Quinton, Birmingham B32 1DJ

### 3. Payment details

For BACS payment: Sort Code: 77-85-28 ; Account Number: 15300968

Cheques should be made payable to 'BHSEA' and sent to address above

Invoices can be raised on request



## CLAIMS MANAGEMENT SEMINAR

20<sup>th</sup> April 2016 (09.30 – 15.00)

National Metalforming Centre (Nr M5 Junction 1)



*Hear from expert practitioners how to manage claims, avoid the pitfalls and reduce the risk and cost to you and your business*



- the law related to health and safety / claims
- the claims process - key process steps
- real-life example of claims, outcomes and learning points
- case study - 'hands-on' - to reinforce learning and key messages
- questions & discussion with claims experts including barrister(s)
- a practical 'toolbox' to take back to your business

Please complete the Booking Form (back page).

Liz Prohett Tel: 07881 290238; Email: [secretary@bhsea.org.uk](mailto:secretary@bhsea.org.uk)  
 for further information. BHSEA Website: <http://www.bhsea.org.uk>

Cost including refreshments, buffet lunch and 'toolbox':

- Members (paid-up) £50 + VAT
- Non-member £75 + VAT includes membership until July 2016

Programme and Speakers ➡

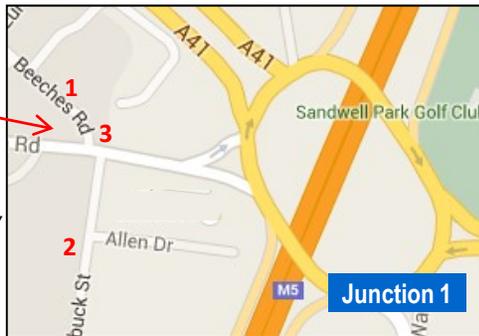
## Programme

Registration from 8.30 am

Topic	Time	Who by
Welcome and Introduction	9.30 – 9.40	<b>George Allcock</b> – BHSEA Chair
The law – what you should know	9.40 – 9.55	<b>Chris Hopkins</b> - Barrister, No5 Chambers (Regulatory & Licensing Grp)
Exercise Pt 1 - Accident investigation + Feedback & Discussion	9.55 – 10.30	<b>Delegates (+ Panel)</b>
Claims process - who does what / when	10.30 – 11.00	<b>Steve Adcock</b> - Underwriting Mgr., QBE <b>Mike Northrop</b> - Claims Relationship Manager, QBE
Coffee Break	11.00 – 11.20	
Real-life claims	11.20 – 11.55	<b>Jennifer Bates</b> – Partner, Plexus Law
Exercise Pt 2 - A claim arrives / arises + Feedback & Discussion	11.55 – 12.30	<b>Delegates (+ Panel)</b>
Lunch Break	12.30 – 13.10	
Defending claims - successfully	13.10 – 13.50	<b>Tom Panton</b> – Barrister, Guildhall Chambers
Managing claims - a company / client perspective	13.50 – 14.10	<b>Malcolm Copson</b> - Company Health, Safety & Environment General Mgr., DPD
Fraudulent claims - how to spot / deal with	14.10 – 14.30	<b>Richard Davies</b> - Head of Fraud Operational Risk, AXA UK
Claims Toolbox, Questions & Discussion	14.30 – 14.50	<b>Chair / Delegates / Panel</b>
Closing Remarks	14.50 – 15.00	<b>Chair</b>

### Venue

Sat Nav: B70 6QE



**National Metalforming Centre (NMC)**  
49 Birmingham Rd, West Bromwich, B70 6PY  
Free car park – entrance off Beeches Rd - 1.  
Overspill car parks: Roebuck Street – 2  
& church car park - 3

## Speaker Profiles



George Allcock has over 35 years health and safety management, consultancy, training and engineering experience in a wide range of businesses. His last full time position (1997 – 2008) was Group Safety Adviser for GKN plc a company with 40,000 employees in 40 countries. He is currently chair of Birmingham Health, Safety and Environment Association.



Chris Hopkins is a specialist regulatory barrister at No5 Chambers in Birmingham with many years' experience of handling Health & Safety prosecutions and coroner's inquests both at the bar and in-house for one of the UK's leading law firms. He has not only dealt with these cases as a court room advocate but has also advised numerous individuals and organisations being investigated by the HSE and other regulatory bodies.



Steve Adcock is Underwriting Manager at QBE Insurance with 36 years in the industry. His clients include companies large, small and complex from all sectors. His many qualifications include the NEBOSH certificate. He has a significant interest in the claims arena and represents clients and insurers interests on several working parties.



Mike Northrop has over 19 years experience in the insurance industry and initially specialised in asbestos claims adjusting. He is currently (from September 2015) QBE's Claims Relationship Manager for the North of England and Scotland. His role encompasses client claims servicing across all classes of insurance.



Jennifer Bates specialises in serious injury claims arising from Employer Liability and Public Liability matters together with property damage litigation and the defence of HSE prosecutions. Her practice has a particular focus on the health care and distribution sectors handling claims related to manual handling, defective equipment, personal protective equipment, abuse and assault.



Tom Panton, an experienced personal injury, health & safety and industrial disease barrister, started his career with Ropewalk Chambers before moving to Guildhall Chambers in Bristol. He has extensive experience of trials across the full spectrum of health and safety litigation ranging from simple manual handling cases to complex industrial disease claims. In the criminal context he has defended companies small and large in a variety of HSE prosecutions. He prides himself on attention to detail in both oral and written advocacy.



Malcolm Copson moved from the construction industry to DPD Group UK Ltd as their Company Health, Safety & Environment Manager. He introduced an integrated H&S management system covering 56 DPD direct sites and 100 Interlink franchised sites. Ten gold ROSPA awards followed. He is Vice-Chair of the Parcel Carriers Safety Association, a BHSEA Council member and a member of IOSH Home Delivery Working Group.



Richard Davies is responsible for the identification and management of fraud risk and investigation of events across the AXA UK Companies, covering general insurance, life and healthcare products. He is Chairman, Technical Board Insurance Fraud Bureau and sits on other financial crime / fraud committees with a main aim of developing ways of detecting and managing organised and cross industry crime across the insurance market.

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