

**CPD One Day Conference**

**Event Order**

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| **Time** | **Event** | **Speaker** | **Synopsis** |
| 9AM-9.30 | Registration + Breakfast rolls |   |  |
| *9.30-9.35* | Welcome by the President | Anne-Therese Cromwell |  |
| 9.35-10.20 | **Session One** - Thatcham Research-Assisted to Automated Driving & The Implications for Insurance | Roy Darch, Insurance Services Development Manager, Thatcham Research | The pace of technological change in the Insurance industry is at an unprecedented level, with an increasing number of complex and connected vehicles being launched into the UK market. Thatcham Research’s role, in this rapidly changing market, is to ensure that new technology is fully researched and understood by evaluating its potential impact for its Insurer Members.This talk will cover vehicle technologies that enable or are considered today's Advanced Driver Assistance Systems, how these are evolving into the Automated Driving space & the potential implications these may have for motor insurance.  |
| 10.20-11.05 | **Session Two**- The real-life issues of handling commercial fire and business interruption claims | John Basinger, Inoni | Cover issues and practical considerations including: * Establishing the likely interruption period – identifying the critical issues
* Creating a reserve
* How can the loss be mitigated Material damage & BI – decisive early activity
* Proving the loss – financial evidence (budgets, historic performance, signed contracts for new business etc.)
* Savings

And more! |
| 11.05-11.20 | Coffee break |   |  |
| 11.20-12.20 | **Session Three**- Negotiation skills-  | Alan Cleary, Stand and Deliver | Some tips and techniques for the aspiring negotiator; 40 tricks of the trade. |
| 12.20- 1.30 | Afternoon registration opens and lunch |   |  |
| 1.30-2.15 | **Session Four**- What's it Worth? | Susan Orringe- Antiques Valuer | How to insure your precious items and what is, and is not coveredDifferent types of antique valuationsItems that have been damaged and subsequently restoredWhat to collectWhats hot! |
| 2.15-3.00 | **Session Five** -Flood Risk in the future  | Hydrologist- Dr Harvey Rodda PhD MCIWEM, Hydro-GIS Ltd |  The presentation will include various programmes of flood risk mapping which have been undertaken over the past two decades in order to improve the understanding of the flood hazard in the UK. This will cover government funded national mapping programmes and data sets from other organisations working within the insurance sector. Information on different hazards will be presented including flooding from rivers, the sea, surface water, groundwater and water infrastructure. The detail of how the maps have been generated will be discussed including a summary of the underlying hydrological methodology, the use of specialist software such as geographical information systems, and how the future impact of climate change has been incorporated. |
| 3.00-3.20 | Refreshment Break |  |  |
| 3.20-4.05 | **Session Six**- Fire and Flood restoration | Richard Done, Polygon UK | 1. Time is Key2. The Right Equipment At The Right Time3. Restoration over Replacement4. Testing & Results |
| 4.05-4.10 | **Conference Close** Deputy President- Vote of thanks | Karen Rose |  |

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