

# What happens when a job goes wrong?

Mark Wookey

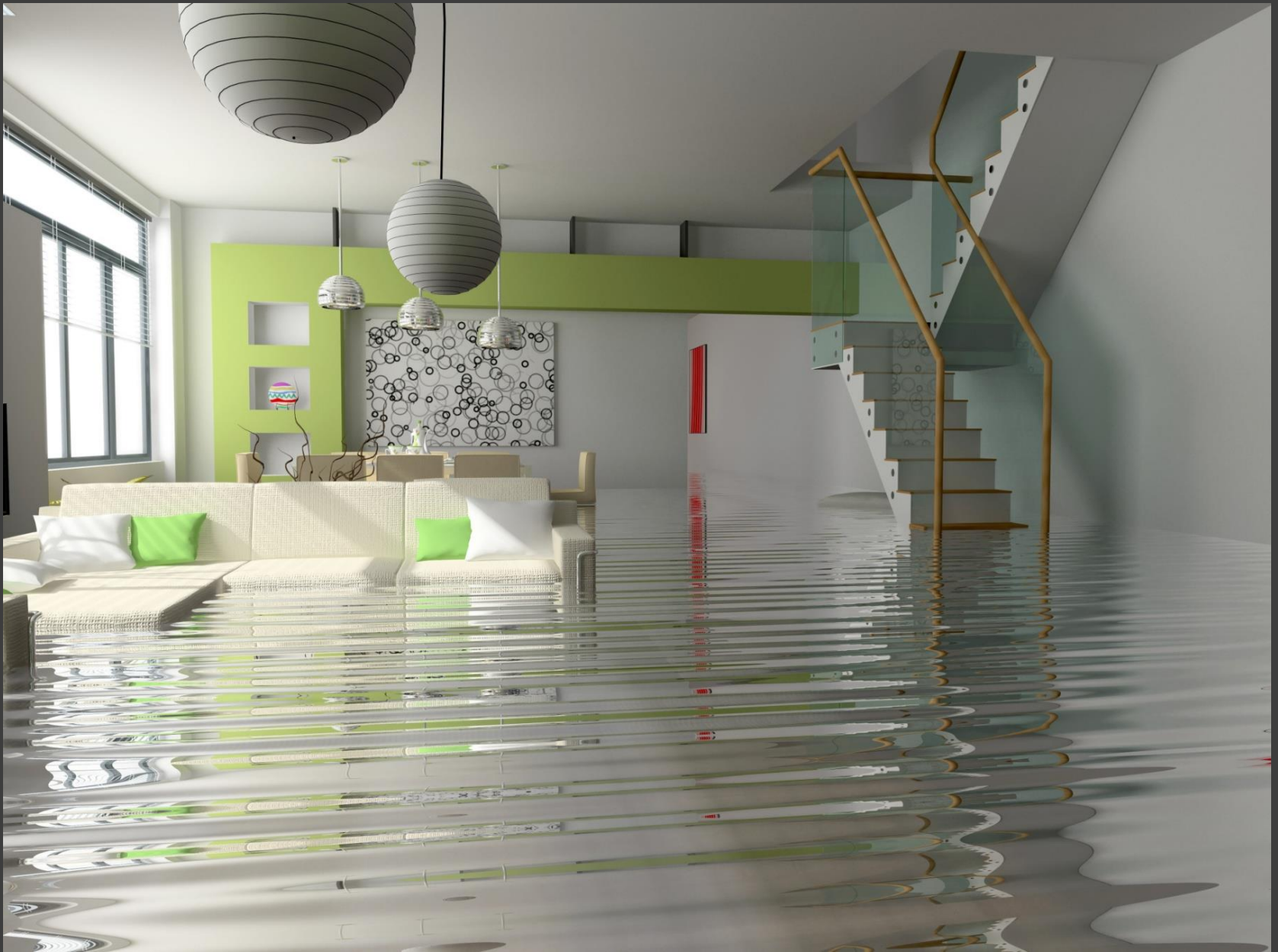


# Davies Group

200,000+ claims per annum

Management of £1.5bn annual claims cost

Qualified loss adjusters, surveyors, engineers, accountants and solicitors







# CONSEQUENCES TO THE BUSINESS

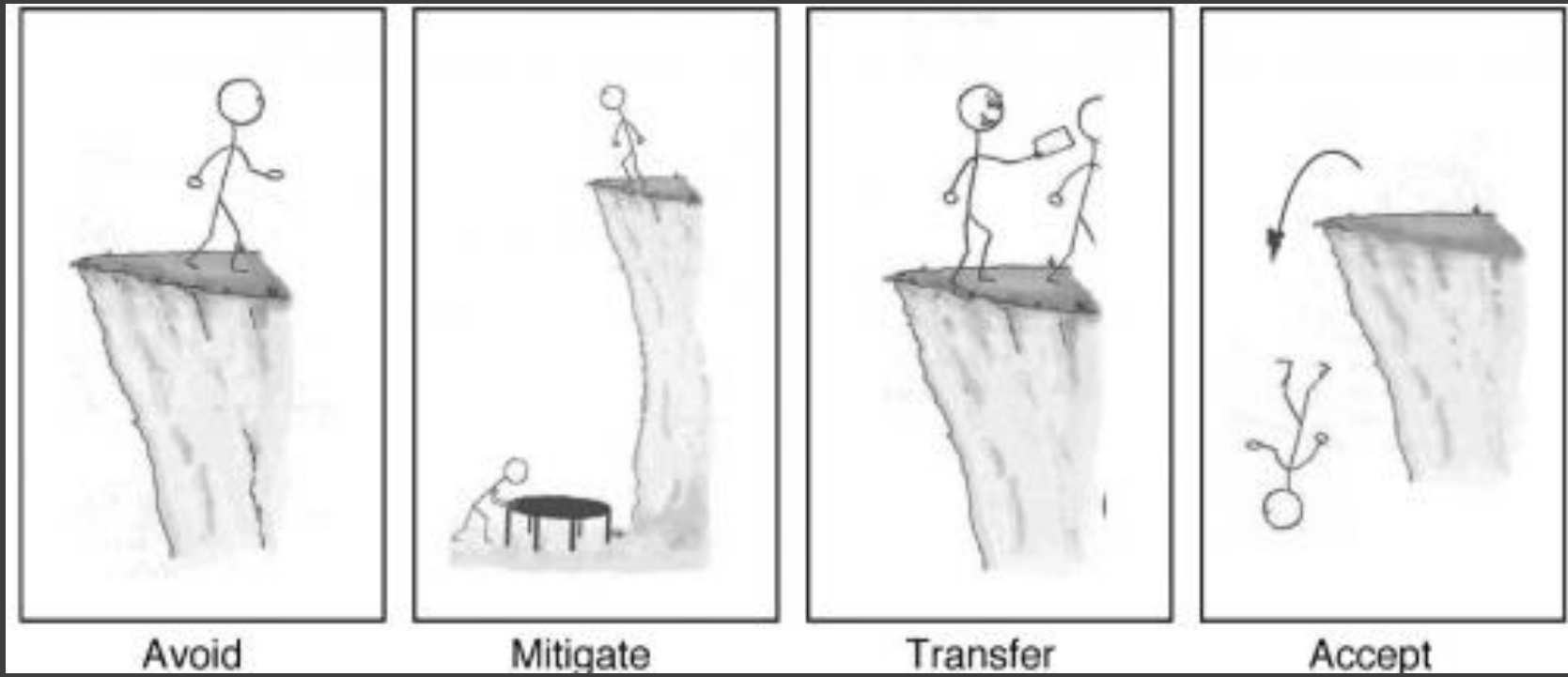
- Cost
- Reputational damage
- HSE prosecution
- Time

# WHAT WE DO

- Investigate on behalf of insurers
- Liaise with all parties
- Engage experts as required
- Deny claim/agree settlement of claim

# OUTCOMES

- Protect and enhance reputation
- Resolve claims quickly and cost effectively





# WHAT CAN YOU DO TO HELP US?

- Early notification
- Take photographs
- Keep records
- Make notes
- Obtain witness details
- Complete and retain RAMS training records
- Co-operate fully with our investigations



# Questions