

THEATRICAL
MANAGEMENT
ASSOCIATION

TMA

estate and operations management

Wales Millennium Centre
Monday 29 November



Managing & Reducing Risk

 **THOMAS, CARROLL**



Introducing

- **Richard Pask BSc (Hons) DIP (Oxon) CMIOSH MIIRSM FRSH**
Director
Thomas, Carroll Management Services

- **Gareth Cotty Dip CII**
Associate Director
Thomas, Carroll (Brokers) Ltd





The Importance of Risk Management

- Moral Duty
- Legal Requirements
- Protection of your Business revenues
- Public Image
- Insurance Premiums
- Ongoing availability of insurance cover





Common Weaknesses

- No Health & Safety Management System
 - No knowledge of what needs to be done

- Unclear Responsibilities
 - Duties not clearly defined and communicated
 - Lack of supportive documentation

- Inadequate Risk Assessment
 - Lack of competency
 - Failure to implement and enforce





Common Weaknesses

- Lack of competence
 - No systematic assessment of training needs
 - Competence not measured after training

- Lack of performance monitoring
 - Inadequate accident reporting or investigation
 - No clear performance standing
 - Little proactive measuring at any level

- Little visible involvement
 - Of directors and/or employees

- No continuity plan





Changing Approaches

- Productivity
- Costs
- Quality

We judge safety on past performance and get involved following a serious injury

The day before yesterday

- Safety a priority
- Productivity
- Quality

We rely on specialists

We have some systems and procedures

We rely on our supervisors etc to enforce them

Yesterday

Safety integrated into all issues including

- Costs
- Quality
- Reliability

We ensure that our policy is followed

We measure and have plans

We know where we are, and where we are going

Today





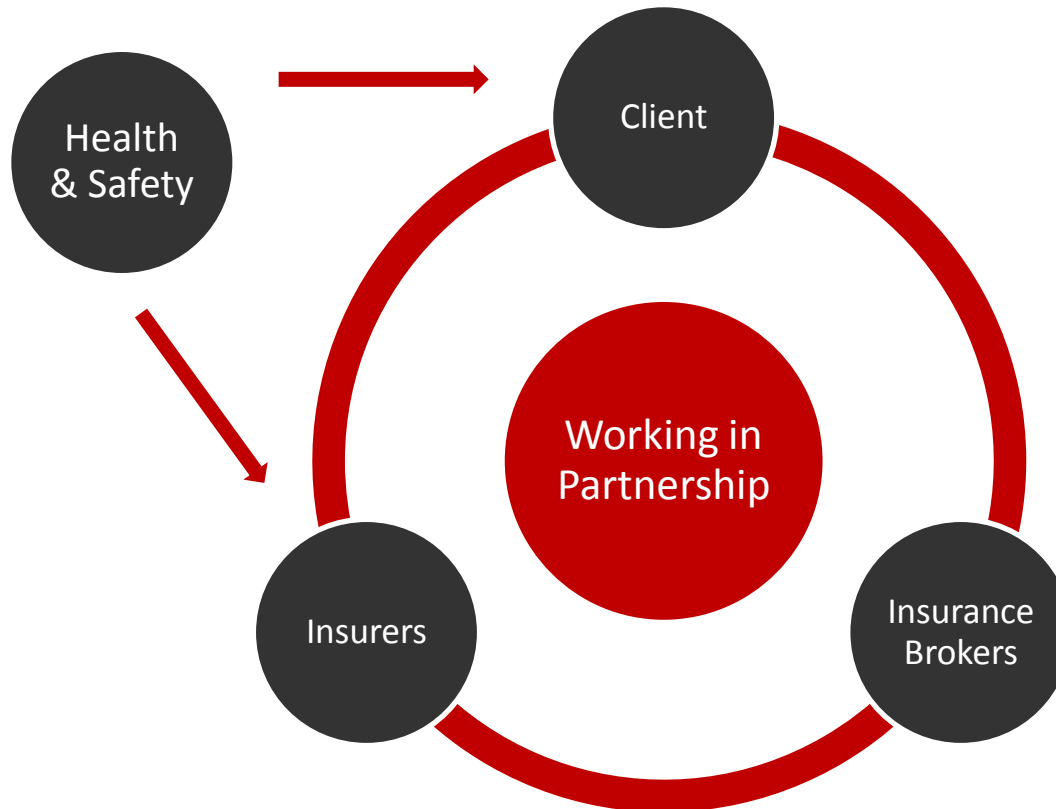
Joined up approach

- Use specialist brokers and Health & Safety consultants to identify and understand your risks
- Allow your individual attitude to risk investigated
- Ensure the market understands what makes your business unique
- Identify positive risk features
- Address concerns of the market
- Complete personal broking exercises with underwriters
- Facilitate meetings between you and underwriters
- Build a strong working partnership amongst all parties
- Build a 4 way partnership incorporating Health & Safety team





Differentiating You





WMC – A Case Study

- Thomas, Carroll Management Services appointed to implement Health & Safety management programme
- Thomas, Carroll (Brokers) Ltd appointed as insurance brokers
- Teams worked together with key WMC team to understand risks and design appropriate risk management and transfer programme
- Able to generate serious insurance market competition
- **Bottom line savings of over £30,000 year on year**





In Addition.....

- Insurers providing funding for the implementation of further risk management programmes
- Low claims rebates provide further financial benefit for a well managed risk
- Fixed rating programme negotiated
- By ensuring insurers understand you, the unusual can be accommodated.....





About Thomas, Carroll Group

- Chartered Insurance Brokers
- The only **OHSAS 18001** accredited Health & Safety support team in UK
- **UK Chartered Financial Planners of 2009**
- 3 times and current **Insurance Age UK Insurance Broker of the Year**
- 2005 Insurance Times **UK Regional Broker of the Year**
- The Sunday Times has ranked us within its “100 Best Companies to Work for” for the **sixth consecutive year**
- The Western Mail has awarded us **People development of the Year Employer for 2006** at the Welsh Business Awards



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