

# GAINING GROUND TOGETHER 2022

9.00

EXPO HALL &  
REFRESHMENTS

10.00 - 10.05

WELCOME



**Mark Hadaway**  
Co-founder  
ARC360

10.05 - 10.50

SESSION 1:

## State of the nation

PRESENTATION



**Paul Sell**  
Trend Tracker

Joined by:



**Chris Weeks**  
Executive Director  
NBRA



**Nick Sweetman**  
Head of Vehicle Repair &  
Service Operations for UK &  
Ireland  
Enterprise Holdings

10.50 - 11.15

SESSION 2:

## Customer happiness during challenging times

KEYNOTE



**Sharna Thomson**  
Head of Customer - UK  
Claims  
Zurich Insurance

11.15 - 11.45

COFFEE BREAK &  
NETWORKING

11.45 - 12.10

SESSION 3:

## ESG & the influence on supply chains



**Andrew Hooker**  
Head of Technical  
Solus Accident Repair  
Centres

12.10 - 12.50

SESSION 4:

## A new world of supply chain relationships?

Panellists:



**Ulrike Lucas**  
Insurance Practice Manager  
Allianz Procurement, Allianz  
Insurance plc



**Dee Hylton**  
Head of Claims Procurement  
Aviva

12.50 - 13.15

SESSION 5:

## Managing vehicle technology in repair (including HoloLens exclusive)



**Dean Lander**  
Head of Repair Sector  
Services  
Thatcham Research

13.15 - 14.15

LUNCH & NETWORKING

14.15 - 14.40

SESSION 6:

## Having the 'why' in your business



**Chris Brightmore**  
CEO  
Chartwell

14.40 - 15.05

SESSION 7:

## Interview with...



**Andrew Eade**  
Head of AD Strategy &  
Fulfillment  
First Central

15.05 - 15.10

CLOSE



In association with:



**24 November 2022**  
Manufacturing Technology  
Centre, Coventry

**REPAIRERS**  
Register for **FREE**

[www.arc360.co.uk](http://www.arc360.co.uk)