



2012
conference
& exhibition

Health and safety: Changing perceptions

06–07 March 2012 | Manchester Central

Updated
agenda and
speaker line-up

A uniquely focused event offering strategic insight, valuable case studies and unrivalled networking opportunities for all health and safety professionals

Recently confirmed speakers



Dr Steve Flynn
Head of Risk, HSSE and Learning
BP



James Wolfe
Deputy Director – Health and Wellbeing
Department for Work and Pensions



Gareth Llewellyn
Director of Safety and Sustainable
Development, **Network Rail**



Neil Lennox
Group Head of Occupational Health,
Safety and Fire, **Sainsbury's**



Ian Dormer
Managing Director
Rosh Engineering



Tony Willetts
Head of Operations
Raleigh International



Ros Seal
Health and Safety Advisor
Olympic Delivery Authority



Sue Connelly
Global Health and Wellbeing Manager
AstraZeneca



Steve Duncan
Group Head of Health, Safety and
Risk Management (Midways Division)
Merlin Entertainments Group

Best practice case studies and panel contributions
from leading organisations, including:

Health and Safety Executive
Severn Trent Water
Lloyd's Property Services
Greater Manchester Police
QBE European Operations
Credit Suisse Securities (Europe) Ltd
Crown Office Chambers

New Look
TUC
ISG Pearce
ScottishPower
Owens-Illinois
British Gas
BBC



Register now at www.ioshconference.co.uk

Official publication



The annual **IOSH conference and exhibition** offers health and safety practitioners – at all levels of experience and across all industries – access to strategic discussions on business-critical issues, practical insight on overcoming specific workplace challenges and the opportunity to reflect on current perceptions of the profession and the impact they have.

Five conference tracks will drill down into the specific challenges the profession faces in relation to **legislation and enforcement, working smarter, behavioural safety and culture, health matters** and **accident investigation**. Tailor your own conference agenda by selecting the sessions that will best support your learning objectives.

Group
booking
discounts
available

NEW! Below are just a few of the key case studies on offer at IOSH 2012

Learning from Deepwater Horizon – one company's safety journey



Dr Steve Flynn, Head of Risk, HSSE and Learning at **BP**, will examine the role of systems, engineering and people in contributing to this incident, and will also extract key points relating to the change journey the organisation has been on since, which all practitioners can learn from.

Measuring improvements in safety – how to approach it



Paul Mitchell, Head of Health and Safety at the **Highways Agency**, will outline the organisation's approach to improving highway worker safety, and explain how improvements were measured in order to demonstrate that safety targets were being met.

Making safety simple globally – changing perceptions in the BBC



Fiona Ambrose and **Mike Baker**, Journalism Safety Advisors at the **BBC**, will show how they rolled out across the organisation a simplified global risk assessment, delivered effective training and overcame issues of culture, language, legislation and geography.

Ensuring the health, safety and wellbeing of an ageing workforce



Richard Peatfield, Occupational Health and Hygiene Manager for **Severn Trent Water**, will share the practical steps his organisation took to build a culture supportive of older employees and implement policies designed to reduce risk and improve wellbeing.

Implementing a behavioural safety programme at the Olympic Park



Ros Seal, Health and Safety Advisor for the **Olympic Delivery Authority**, will share key lessons learnt in implementing a positive and sustainable safety culture at the Olympic Park, and how perceptions of health and safety were successfully measured to test the suitability of policies.

Making financial savings while reducing driving incidents



Danny Plumb, Health and Safety Advisor for **British Gas**, will reveal how the organisation implemented a health and safety strategy that harnessed the potential of managers and employees to improve driver safety and realise financial savings.



IOSH is the Chartered body for health and safety professionals. With more than 40,000 members in 85 countries, we're the world's largest professional health and safety organisation. We set standards, and support, develop and connect our members with resources, guidance, events and training. We're the voice of the profession, and campaign on issues that affect millions of working people. IOSH was founded in 1945 and is a registered charity with international NGO status, and an independent, not-for-profit organisation.

Register now at www.ioshconference.co.uk

What does my conference ticket give me access to?

- **High-level plenary sessions** – featuring in-depth panel discussions on issues of crucial importance to the health and safety profession and key insights from internationally renowned speakers
- **Five conference tracks** – tailor the programme to meet your needs and interests, and learn from case studies, workshops, panel discussions and expert insight sessions
- **More than 60 speakers** – learn from, and put your questions to, a broad spectrum of industry leaders and innovators
- **Outstanding face-to-face networking** – benefit from two evening receptions and meet fellow attendees and suppliers in the exhibition area during lunch and refreshment breaks
- **Continuing professional development opportunities** – the event is an ideal way to keep your skills and competences up to date
- **Pre-conference online networking** – before the event, set up meetings with fellow attendees
- **Breakfast briefing** on day one to help ‘first timers’ get the most out of IOSH 2012
- Post-conference **PDF presentations** from all sessions

Other benefits for conference delegates

CoreSkills+

This programme of **16 one-hour interactive workshops** is aimed at **practitioners starting their health and safety careers**, as well as more **experienced practitioners who want to refresh their knowledge** in specific areas.

Access to these sessions is free for conference delegates, although priority will be given to exhibition-only attendees who've booked in advance.

Exhibition

Meet over 100 leading manufacturers, distributors and suppliers showcasing their latest products and services.

Visit the **IOSH stand** to get demonstrations of IOSH web tools, information about membership, CPD and IPD, and to find out how you can get involved in IOSH activities.

Benefit from free access to the **IOSH theatre** and **two spotlight presentation theatres**, offering topical sessions, practical demonstrations and training advice.

Pre-conference site visit

Make the most of your trip to Manchester and meet other delegates on the afternoon of Monday 05 March. More details and booking information to follow at www.ioshconference.co.uk.

Sponsorship and exhibition opportunities

The annual IOSH conference and exhibition is the **premier venue for occupational safety and health suppliers** to:

- generate new business
- reinforce existing relationships
- meet decision-makers.

To find out more about sponsoring or exhibiting at IOSH 2012, contact **Chris Chevalier** on **+44 (0)20 7921 8050** or email chris.chevalier@ubm.com.

Sponsored by:



Supporting organisations:



Official publication:



Register now at www.ioshconference.co.uk

DAY ONE

Tuesday 06 March 2012

08.30	Registration
09.00	Breakfast briefing First timers' welcome to the IOSH conference and exhibition
09.55	Introduction to IOSH 2012 President's address Subash Ludhra , President, IOSH
10.05	Fraternal greetings Terrie Norris , President, ASSE
10.10	Introduction from the Conference Chair Sue MacGregor CBE , Broadcaster, BBC Radio 4
10.15	Opening session Health and safety in 2012 and beyond – perception versus reality Keynote addresses will be followed by an in-depth discussion session. Questions and topics to be addressed include: <ul style="list-style-type: none"> ■ What is the ongoing impact of the government's Health and Safety Review and how are any changes being implemented? ■ The implications of the Löfstedt Review and what the future holds for regulation ■ Understanding the impact of the HSE's budget cuts and the implications for inspection ■ Is the risk appetite changing given current economic realities, and where should health and safety professionals' focus lie? ■ Do perceptions of health and safety culture match the realities? If not, how can or should this be combated? ■ Understanding UK developments in their international context. <p>Professor Ragnar Löfstedt, Director, King's Centre for Risk Management, Department of Geography, King's College London and Chair, The Löfstedt Review Geoffrey Podger, Chief Executive, Health and Safety Executive Hugh Robertson, Senior Policy Officer for Health and Safety, TUC</p>
11.30	Morning refreshments and exhibition
12.15	Choose your individual sessions from the four conference tracks listed on the right ▶
13.05	Lunch and exhibition
14.30	Streamed sessions continue ▶
15.00	Opportunity to move between tracks
15.05	Streamed sessions continue ▶
15.35	Afternoon refreshments and networking
16.20	In the dock: live! An interactive opportunity to examine the realities of a prosecution under the Health and Safety at Work Act, explore what went wrong to cause the incident and what you may be called on to provide for a court case. Hear the case for the prosecution and the defence, testimony from key witnesses and expert legal insight from the judge. Finally, you'll vote on sentencing and penalty levels and have the chance to evaluate the inevitable differences of opinion that arise. Kevin McLoughlin , Keith Morton QC and Dominic Adamson , Barristers, Temple Garden Chambers Gerard Hand , President Elect, IOSH and Director, GPH Safety
17.20	Closing remarks
17.45	Evening networking reception

PLUS

Monday 05 March 2012
Pre-conference welcome reception

Please join us for an informal 'meet and greet' to start your IOSH 2012 experience in the best possible way.

TRACK A: Legislation and enforcement

12.15	Chair's opening remarks Sue MacGregor CBE , Broadcaster, BBC Radio 4
12.20	Implementing safe systems across an international organisation Panel discussion <ul style="list-style-type: none"> ■ Evaluating different approaches to ensuring global compliance – can one size fit all? ■ Practical approaches to setting workable internal standards and audit regimes ■ Weighing up the resource and investment requirements of various approaches ■ Top tips and tricks for the global health and safety professional to safeguard against common pitfalls and raise the profile of health and safety <p>Trevor Jennings, Risk Manager, Lloyd's Property Services Andrew Sharman, Environment, Health and Safety Director, Owens-Illinois Jonathan Pickering, Health and Safety Manager, CH2M HILL International and Chair, Middle East Branch, IOSH Steve Duncan, Group Head of Health, Safety and Risk Management, Merlin Entertainments Group</p>

TRACK B: Working smarter

12.15	Chair's opening remarks Dag Yemenu , Director – Review and Verification Services, ISNetwork
12.20	Developing a workable and cost-effective approach to assessing risk Panel discussion <ul style="list-style-type: none"> ■ Integrating risk assessment into your business strategy – making dynamic risk assessment work for your organisation ■ Evaluating qualitative and quantitative measures – how and why should they be used? ■ Engaging staff and overcoming their fears around being responsible for risk assessments ■ Demonstrating the validity of your approach to management to secure buy-in and necessary prioritisation <p>Mike Wagland, Global Head of Health and Safety, Credit Suisse Securities (Europe) Ltd Gareth Llewellyn, Director of Safety and Sustainable Development, Network Rail Lucy Jones, SHE Advisor UK and Regional Support Manager Asia-Pacific, AstraZeneca</p>

TRACK C: Behavioural safety and culture

12.15	Chair's opening remarks Peter Sturm , President, CSSE
12.20	Exploring the P6 model – positive professional performance, producing positive perceptions Practical workshop <ul style="list-style-type: none"> ■ What messages do we send when we communicate and how do they affect individual effectiveness? ■ Gaining maximum professional communication effectiveness and enhancing positive perceptions at all levels – the tools and techniques you need ■ Achieving positive perceptions and impacts for your message during training, in the boardroom and to prevent accidents ■ Applying and integrating the P6 model to achieve a positive communication culture – across the team, department or entire organisation <p>Kate Beaven-Marks, CEO and Director of Studies, Alterjective Institute</p>

TRACK D1: Health matters

12.15	Chair's opening remarks Steve Perkins , Chief Executive, British Occupational Hygiene Society
12.20	Developing strategies to manage occupational health risk that successfully engage employees to improve their health and wellbeing Practical workshop <ul style="list-style-type: none"> ■ Engaging people to improve their own health – tips for successful communication and making safety fun ■ Building your strategy – examples of proactive interventions in the construction industry and how they've been received by the workforce ■ Approaches to measuring health and the results of your interventions ■ Top tips for health and safety professionals <p>Ian Strudley, HM Principal Inspector, Head of Health Risk Management Unit, Construction Division, Health and Safety Executive Mark Rimmer, Operations Manager, ISG Pearce</p>

B

1-hour session

1-hour session

D1

14.30 The lifecycle of prohibition and improvement notices

Expert insight

- Understanding how and why improvement notices are issued
 - Considering whether to challenge the notice – what are your options for appeal?
 - Interpreting the notice and putting new systems in place, supported by the entire organisation
 - Demonstrating improvement to the enforcement authorities
- Darren Smith**, Partner, **Hill Hofstetter**
James Maxwell-Scott, Barrister, **Crown Office Chambers**

A

15.05 Managing fire risk across an organisation

Expert insight

- Understanding fire safety law, where responsibilities lie and the legal implications
 - Approaching fire training and ensuring appropriate communication across the organisation
 - Examining the practicalities of risk assessment – who should do what, when and how?
 - Exploring the difference between a responsible and competent person, as per the Regulatory Reform Order
- Katherine Stewart**, Group Health and Safety Manager, **New Look**
Neil Wood, Fire Manager, **New Look**

A

14.30 Implementing a health and safety strategy that makes financial savings while reducing driving incidents

Case study


- Designing a strategy that gets to the heart of a health and safety issue, making the most of available resources
 - Harnessing the potential of managers and employees to take more responsibility for their health and safety and achieve financial savings
 - Demonstrating successful outcomes and tangible savings for the organisation
- Danny Plumb**, Health and Safety Advisor, **British Gas**

B

15.05 Measuring improvements in safety – how we evaluated the impact of a new approach to highway worker safety

Case study

- Changing organisational culture to put good health and safety practice at the core of the business
 - Implementing change in a co-ordinated way across the business and setting challenging targets
 - Measuring the impact of improvements to demonstrate success against targets
 - Auditing the safety performance of service providers
- Paul Mitchell**, Head of Health and Safety, **Highways Agency**

Track sponsored by:  ISN ISNetworld.co.uk

B

14.30 Delivering messages to your board in a way that will ensure they listen

Skills session

- Knowing what buttons to press to get their attention
 - What numbers are of value to them?
 - Building a toolkit of approaches to ensure continued success
 - Understanding influencing techniques and ways to combat objections
 - Learning from what's worked well for others
- Subash Ludhra**, President, **IOSH**

C

15.05 Taking an organisational approach to occupational road risk and driver behaviour

Expert insight

- Getting road risk on the senior management agenda – why you need to make the case
 - Approaches to managing road users' attitudes, behaviours and perceptions to mitigate the rising cost of claims
 - Successfully delivering evidence of the reduced frequency and severity of claims
 - Going beyond driver training – the potential of technologies to reinforce behaviour and strategic objectives
- Gordon Robertson**, Head of Driver Training, **Greater Manchester Police**

NEW!

C

14.30 Ensuring the health, safety and wellbeing of an ageing workforce

Case study

- Considering the ergonomic implications of an ageing workforce and practical approaches to reducing risk and improving wellbeing
 - Overcoming the fear factor – building a culture where older employees are willing to declare medical conditions and seek support
 - Understanding the risks associated with an increasingly sedentary workforce
 - Considering changes to the retirement age and requirements under the Equality Act
 - Planning for future demographic changes in your long-term strategies
- Richard Peatfield**, Occupational Health and Hygiene Manager, **Severn Trent Water**

D1

15.05 Taking a holistic approach to employee wellbeing in order to manage the impact of stress and boost morale

Case study

- Investing in people to create happy working environments, reduce workplace stress and boost retention
 - Understanding the role of health and safety professionals in delivering the organisational vision, shaping culture and providing tools for employees to manage their own wellbeing
 - Examining the costs and savings realised by specific wellbeing programmes
 - Examining how health and wellbeing impact on engagement and productivity
- Sue Connelly**, Global Health and Wellbeing Manager, **AstraZeneca**
Sarah Renshaw, Global Health and Wellbeing Specialist, **AstraZeneca**

NEW!

D1

DAY TWO

Wednesday 07 March 2012

09.00	Introduction to day two Gerard Hand, President Elect, IOSH
09.05	Fraternal greetings Peter Sturm, President, CSSE
09.10	Introduction from the Conference Chair Sue MacGregor CBE, Broadcaster, BBC Radio 4
09.15	Interview panel: Leading from the top – senior directors' perspectives on putting health and safety on the board agenda A panel of senior directors from a range of industries will be interviewed on their approach to health and safety. Questions and topics to be addressed include: <ul style="list-style-type: none"> ■ Approaches to turning around company safety performance – the role of health and safety professionals and senior managers ■ The importance of cascading company safety culture ■ Evaluating the impact of improved safety culture on company performance ■ How to influence the board successfully – what makes the difference for them? ■ Managing media perceptions and organisational reputation relating to health and safety Graham Dalton , Chief Executive, Highways Agency Ian Dormer , Managing Director, Rosh Engineering Ltd Phillip Willsmer , Director of Risk Shared Services, The Co-operative Group Dr Tony Cocker , Chief Executive, E.ON UK
10.00	'In the news' panel An opportunity for panellists to discuss the most pressing topics and stories that have featured in recent media coverage of health and safety, and to explore the outcomes and evaluate the potential next steps. Subash Ludhra , President, IOSH Malcolm McIntyre , Chair, New Accession Countries Initiative, IOSH Sue Pilkington , Chair, Board of Directors, Safety Institute of Australia Ltd Terrie Norris , President, ASSE Peter Sturm , President, CSSE
10.30	Morning refreshments and exhibition
11.30	Streamed sessions continue
12.05	Opportunity to move between tracks
12.10	Streamed sessions continue
12.40	Opportunity to move between tracks
12.45	Streamed sessions continue
13.15	Lunch and exhibition
14.05	Panel debate: Exploring negative perceptions of health and safety – are health and safety professionals the cause or the solution? A panel of health and safety professionals from a broad variety of backgrounds will debate this question, including considerations of how health and safety legislation is interpreted, media perceptions of the profession, the relationship between theory and practice, and what professionals need to do to be smarter and offer more value to employers. Professor Neil Budworth , Corporate Health and Safety Manager, E.ON UK Judith Hackitt CBE , Chair, Health and Safety Executive James Wolfe , Deputy Director – Health and Wellbeing, Department for Work and Pensions
14.30	Keynote case study: Learning from Deepwater Horizon – one company's safety journey <ul style="list-style-type: none"> ■ Understanding the incident – engineering, systems, people ■ Exploring the change journey ■ Extracting key learning points for health and safety professionals Dr Steve Flynn , Head of Risk, HSSE and Learning, BP
15.05	Inspirational closing speaker: Confronting negative perceptions and successfully building a positive reputation <ul style="list-style-type: none"> ■ Understanding the root cause of public perceptions and how to better explain your position ■ Using persuasion, perseverance and patience to transform your position – top tips ■ Successful approaches to marketing, PR and brand building to get your message across Graham Hales , Chief Executive, Interbrand
15.45	Closing remarks Subash Ludhra , President, IOSH
16.00	Close of conference

NEW!

NEW!

NEW!

NEW!

TRACK A: Legislation and enforcement

11.30	Chair's opening remarks Sue MacGregor CBE, Broadcaster, BBC Radio 4
11.35	In court: live! Panel discussion An opportunity to put your questions to a panel of lawyers exploring learning outcomes from recent cases and changes to legislation in the UK and abroad. Ron Reid , Partner, Shoosmiths Paul C Verrico , Associate, Solicitor-Advocate (Higher Courts), Eversheds James Maxwell-Scott , Barrister, Crown Office Chambers

A

TRACK B: Working smarter

11.30	Chair's opening remarks Rob Strange OBE, Chief Executive, IOSH
11.35	Changing the perceptions of international journalists – making safety simple across a global organisation Case study <ul style="list-style-type: none"> ■ Seeking solutions to a new simpler approach to risk assessment that can be applied consistently regardless of location ■ Overcoming cultural, language, legislative and geographical issues in implementing a new approach to risk assessment ■ Successfully delivering training across the global organisation – extracting key learning for all professionals and identifying areas for further improvement Fiona Ambrose , Journalism Safety Advisor, BBC Mike Baker , Journalism Safety Advisor, BBC

B

TRACK C: Behavioural safety and culture

11.30	Chair's opening remarks Terrie Norris, President, ASSE
11.35	Putting together the building blocks of a behavioural safety programme – lessons from the Olympic Park Case study <ul style="list-style-type: none"> ■ Examining strategies adopted at the Olympic Park for managing health and safety and sustaining attitudinal change ■ Key tips and tools for creating a positive and sustainable safety culture ■ Measuring perceptions of health and safety to test the suitability of policies and procedures Ros Seal , Health and Safety Advisor, Olympic Delivery Authority

NEW!

C

TRACK D2: Accident investigation

11.30	Chair's opening remarks Nick Burraston OBE, Former Chairman, Board of Trustees, IOSH and Director, Jacob Cameron Engineering Ltd
11.35	Company and insurer perspectives on the investigation of a work-related accident Expert insight <ul style="list-style-type: none"> ■ Understanding the protocol in place to deal with such an incident ■ Best practice approaches to investigation ■ Understanding how an insurance company approaches investigations and why Philip Bladon , Senior Client Risk Manager – Liability, QBE European Operations Neil Lennox , Group Head of Occupational Health, Safety and Fire, Sainsbury's

NEW!

D2

12.10 Understanding hindsight bias and examining the Buncefield explosion to extract lessons for all practitioners

Expert insight

- Exploring the conflicting interpretations of the causality of the incident by the prosecution and defence, and their implications
- Evaluating the concept and adverse consequences of hindsight bias, particularly in incident investigations
- Understanding that even best practice audits may be inadequate to reveal fundamental shortcomings in safety management, notably of subsidiaries
- Recognising that inadequate shift record-keeping and shift handovers are significant vulnerabilities in process industries

Richard Booth, Professor Emeritus, **Aston University** and Director, **HASTAM**

A

NEW!

12.45 Handling the changes to regulations relating to hazardous substances – what every professional needs to know

Expert insight

- Exploring the practical implications of dual labelling and reviewing COSHH assessments – the impact they will have on your organisation
- Understanding the legal implications of failing to comply
- Practical approaches to building understanding among peers and senior management about what's required and the resources needed

Simon Hatson, Regional QSE Manager – East, **Britvic Soft Drinks**

A

12.10 Challenging work in challenging places – learning from Raleigh's approach to risk and positive learning experiences

Case study

- Considering how much risk is too much – 'safety management' or 'managing safely'?
- Creating a culture of risk taking by taking responsibility
- Understanding positive impacts on individual approaches to succeeding safely, despite the risks

Tony Willetts, Head of Operations, **Raleigh International**

B

NEW!

12.45 Leveraging the value of international benchmarking

Roundtable discussion


- Approaches to understanding where you stand in relation to world leaders in your industry
- Getting a sensible comparison – which indicators should you choose?
- Bearing in mind international variations in reporting cultures
- Linking benchmarking to insurance risk management

Dr Janet Asherson, Adviser Environment, Health and Safety, **International Organisation of Employers**

Iain Ferguson, HM Inspector of Railways, Technical Lead for Risk Management Systems, **Office of Rail Regulation**

Paul Smith, Director of Operations, **Energy Networks Association**

Doug Wilson, UK Director for Health and Safety and UK Director for General Services, **ScottishPower**

Track sponsored by:  **ISN** ISNworld.co.uk

B

12.10 Shifting your focus from a compliance-based approach to a risk management approach – embracing a new way of thinking

Case study

- Fear of failure versus fear of law – do we overemphasise the need for compliance?
- Compliance good – creativity bad?
- A lazy person's guide to saying "No!"
- If the balance is wrong, what can we do about it?

Richard Perry, Head of Safety Policy and Compliance, **BBC**

C

NEW!

12.45 Coaching and mentoring to secure employee engagement and successfully integrate health and safety across an organisation

Skills session

- Raising the profile of health and safety to core value status, as the lead for overall performance improvement
- Training effectively to change mindsets – what does a good training programme look like?
- Empowering leaders, managers and supervisors to act proactively
- Whose choice is critical to achieving the 'no harm' outcome?

Graham Setter, Director, **Setter and Associates Ltd**

C

12.10 Understanding the approaches of an HSE inspector and the police to an accident investigation

Expert insight

- What evidence needs to be collected?
- Understanding the expectations the police and HSE have of stakeholders
- Examining the investigation process and how it moves forward

Graham Piggott, Head of Operational Strategy Section, **Health and Safety Executive**

D2

12.45 Exploring the perspectives of a legal expert, the accident victim and the victim's family on the impact of an accident investigation

Expert insight

- Understanding how a case is prepared and what is needed in court
- Considering the impact of an accident on the victim's family and friends

Kevin Bridges, Partner, **Pinsent Masons LLP**
Paul Blanchard, Workplace accident victim

D2



2012
conference
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Health and safety: Changing perceptions

06–07 March 2012 | Manchester Central

CONFERENCE RATES

Conference Code: WEB

Full conference rate	IOSH member	Non-member
Standard rate	<input type="checkbox"/> £635 + VAT @ 20% = £762	<input type="checkbox"/> £815 + VAT @ 20% = £978
One-day rate	IOSH member	Non-member
Standard rate	<input type="checkbox"/> £445 + VAT @ 20% = £534	<input type="checkbox"/> £550 + VAT @ 20% = £660

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For information on discounts for bookings of three or more,
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WAYS TO REGISTER

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DELEGATE 1 (PLEASE COMPLETE IN BLOCK CAPITALS)

Title	First name	Surname
Company name	Nature of business	
Job title	Department	
Address	Postcode	
Tel	Fax	I am an IOSH member – my membership no is:
Email	(by providing your email address you consent to being contacted by email for direct marketing purposes by UBM Information Ltd. and IOSH)	
I have read the cancellation policy and agree with the terms and conditions. Signature		

Please indicate which sessions you want to attend. Select one A–D track for day one and day two

06 March A B C D1 07 March A B C D2 Please note these are for indication only and do not guarantee access to a selected track

Please indicate which networking activities you would like to attend:

Pre-conference – 05 March Breakfast briefing – 06 March Evening reception – 06 March

DELEGATE 2 (PLEASE COMPLETE IN BLOCK CAPITALS)

Title	First name	Surname
Company name	Nature of business	
Job title	Department	
Address	Postcode	
Tel	Fax	I am an IOSH member – my membership no is:
Email	(by providing your email address you consent to being contacted by email for direct marketing purposes by UBM Information Ltd. and IOSH)	
I have read the cancellation policy and agree with the terms and conditions. Signature		

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06 March A B C D1 07 March A B C D2 Please note these are for indication only and do not guarantee access to a selected track

Please indicate which networking activities you would like to attend:

Pre-conference – 05 March Breakfast briefing – 06 March Evening reception – 06 March

PAYMENT INFORMATION Payment must be received before the event to secure your place (PLEASE TICK THE RELEVANT PAYMENT OPTION)


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Please debit my    	Card no	Expiry date
Issue no	Valid from	Amount
Cardholder's name		Security code
Signature	I have read the cancellation policy and agree with the terms and conditions. I authorise my credit/debit card for the above payment.	

Terms and conditions

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2. You apply for a ticket to the Conference by completing this Order Form. The Organiser may at its absolute discretion accept or refuse your application. A binding contract will be formed only when the Organiser provides you with its written acceptance of your application.

3. By purchasing a ticket to the Conference, you agree to comply with any joining instructions in respect of the Conference; and comply with the health and safety provisions and other rules put in place by the Conference venue.

4. The Organiser reserves the right, due to unforeseen circumstances, to alter the content; location; timetable; speakers; venue; and/or other technical or administrative details in respect of the Conference. The Organiser will endeavour to provide you with notice of any such alterations.

5. You may transfer your ticket to another individual within the same company or group of companies PROVIDED that the recipient of the ticket would have been eligible to purchase the ticket at the price that you paid for it.

6. You may cancel your ticket to attend the Conference if you provide written notice to the Organiser which we receive at least 30 days prior to the commencement of the Conference and the Organiser provides written acknowledgement of such notice. If you provide notice in this way, you will be refunded if you have already paid for your ticket.

7. If you fail to provide us with written notice which is acknowledged by the Organiser in accordance with section 6, you will be required to pay the full cost of your ticket. If you have already paid for your ticket, no refund will be given.

8. The Organiser's liability for any losses you may suffer as a result of us breaching these terms and conditions or for any breach of any statutory duty or negligence or otherwise is strictly limited to the total purchase price of the Conference ticket or (if liability occurs in respect of more than one ticket) those relevant Conference tickets.

9. To the maximum extent permitted by law, neither the Organiser nor any of its directors, employees or other representatives will be liable for any of the following losses or damage (howsoever arising and whether such losses were foreseeable or not): loss of profit; loss of revenue; loss of

business or opportunity; loss of reputation or goodwill; and/ or any indirect, consequential or special loss; whether arising in connection with the Conference or the provision of our services to you.

10. Nothing in these terms and conditions shall exclude the Organiser's liability for (i) death or personal injury as a result of its negligence; (ii) fraud or fraudulent misrepresentation; or (iii) any liability that cannot be limited or excluded by law.

11. These terms and conditions and any dispute or claim arising out of or in connection with them or their subject matter, shall be subject to English law and the exclusive jurisdiction of the English courts.

12. All bookings made within 30 days of the conference must be paid by credit card only. It may be necessary due to unforeseen circumstances to alter the content, timing, speakers or venue.

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