THE STANDARD

Summer 2026
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Pre-Conference Edition

'Collaboration in a Changing World'

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The Standard is written in collaboration with our members, showcasing industry thought leaders and success stories to the wider community. We are delighted to present the opportunity for our members to broadcast their expertise to the broader insurance industry by submitting opinion pieces and case studies for inclusion in The Standard. Please feel free to submit your content for consideration.

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NOTES FROM THE CHAIR

Notes from Adrian Jolly, *BDMA Chair*



Welcome to this latest edition of The BDMA Standard – an issue that looks ahead with real anticipation to one of the highlights of our calendar, the BDMA Conference on the 3rd and 4th of June at the East Midlands Conference Centre in Nottingham. With strong attendance expected, this year's event promises to bring together professionals from across the sector for two days of insight, discussion, and invaluable connections.

It is fitting that this edition arrives just ahead of the conference, as many of the themes explored in these pages reflect the conversations we will be continuing in person this week. Our industry continues to evolve rapidly, shaped by new technologies, shifting customer expectations, and an increasingly complex risk landscape. In this context, the importance of collaboration, shared learning, and maintaining the highest professional standards has never been greater.

Within this issue, you will find a range of perspectives which highlight and discuss the issues around progressive collaboration in the claims management industry. Together, these perspectives highlight both the progress being made and the challenges we must continue to address as a sector.

The conference provides a valuable opportunity to step back, reflect, and engage directly with peers and industry leaders. I encourage all those attending to make the most of discussions and networking opportunities on offer.

I hope you enjoy this edition and look forward to seeing many of you in Nottingham.

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Agenda

Speakers

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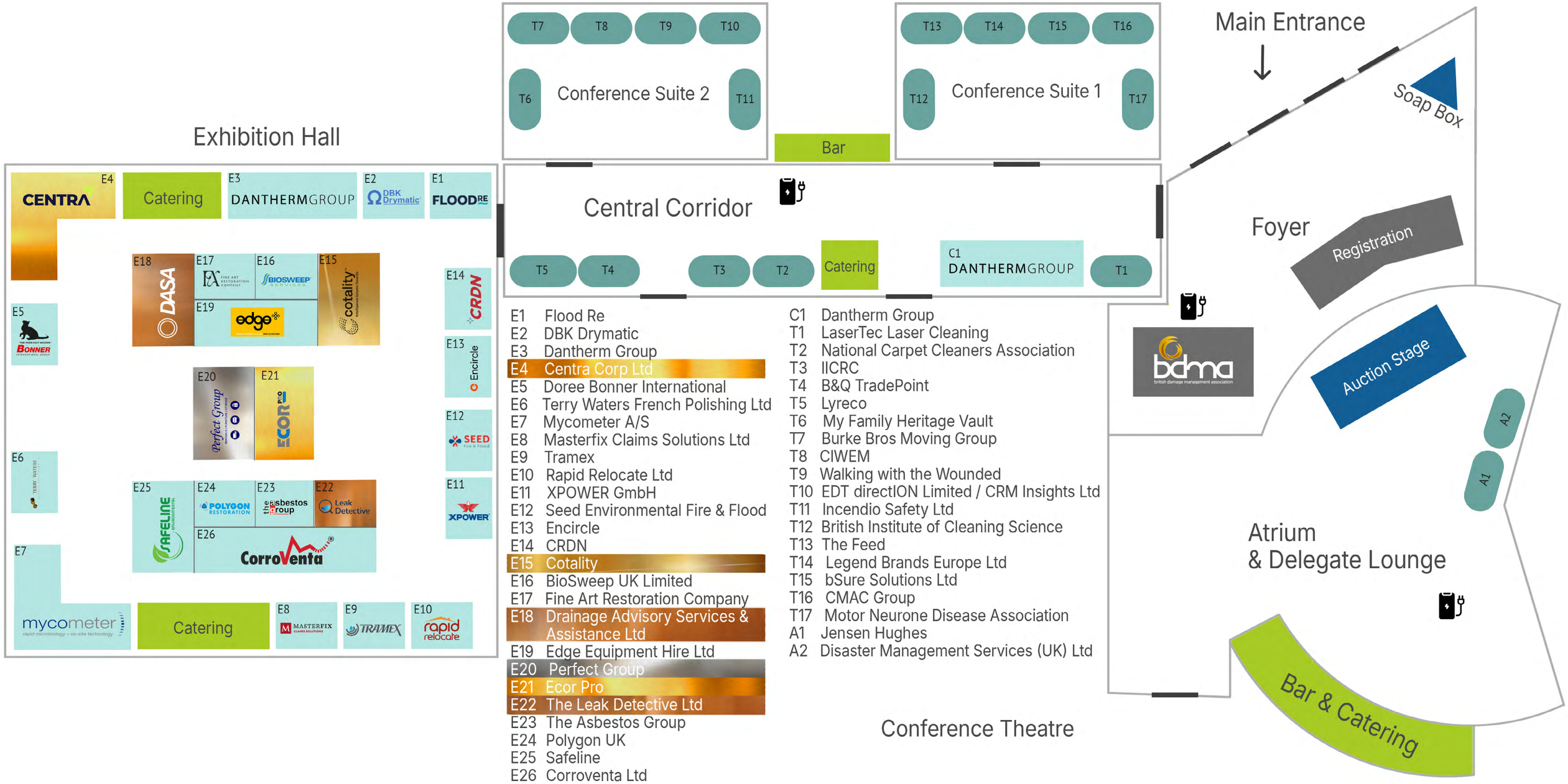
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Conference Theatre

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A MORE CONNECTED FUTURE FOR CLAIMS AND RESTORATION

Ahead of the BDMA Conference 2026, Cotality explores what "Collaboration in a Changing World" means for AI, supply chains, and sustainability

At this year's BDMA Conference, leaders from across property insurance and damage management will explore how collaboration can help the sector respond to rising claims complexity, regulatory pressure, climate change, and changing policyholder expectations.

As Headline Sponsor, Cotality will contribute to those conversations through Michael Porter, Senior Vice President of International Insurance Solutions, and Gareth Wynne-Morgan, Sales Director.

Ahead of the event, they have shared their perspectives on three connected questions: how the industry collaborates with AI, the supply chain, and the environment.

How AI can support human judgement

For Michael Porter, the starting point is clear. "AI is one of the biggest opportunities our industry has ever had," he says. "But it has to support human decisions, not replace human judgement."

That's a crucial distinction, because behind every claim file and data point is a person whose home, business, or routine may have been disrupted.

"A property claim is never just a transaction," Michael continues. "Every claim involves people's homes and businesses, often at times of distress. AI can give people smarter insights and tools, but it should never mean removing the humanity from claims."



Michael Porter

Making collaboration an operational discipline

That same balance between technology and people runs through Gareth Wynne-Morgan's view of the supply chain.

"Everyone I speak to wants clear visibility of costs, capacity, and progress – and to improve policyholder communication and outcomes," says Gareth. "But collaboration becomes difficult when disconnected processes make it harder to track costs, documentation, progress, and capacity across regions and during surge events."

For Gareth, digital transformation means delivering the systems that make collaboration fast, practical, and effective.

"If we connect workflows and make data access consistent, collaboration becomes easier to embed – part of everyday operations, not just an aspiration. It empowers contractors to understand performance and make more effective decisions. In turn, they can grow sustainably while delivering better outcomes."

Gareth Wynne-Morgan



From carbon data to better decisions

Michael and Gareth both see how technology and collaboration can help address another crucial industry challenge – sustainability.

"The environmental impact of every claim is shaped by decisions across the entire supply chain – from materials and transport to labour and repair choices. Sustainability is a shared responsibility," says Michael.

"That means we've got to work together, and by measuring carbon effectively across the complete claims journey, we can reduce avoidable waste, make lower-carbon choices, and make sure we're providing evidence of all this progress."

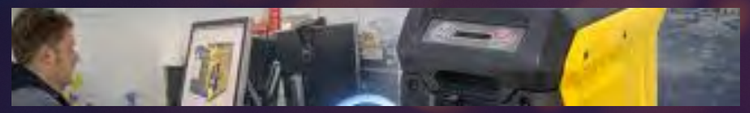
That matters for Net Zero goals, and for the regulatory and competitive environment. "Regulators, stakeholders, and policyholders expect evidence of sustainability," Gareth adds. "Not just good intentions."

For everyone at Cotality, collaboration in a changing world isn't just a concept – it's essential.

As Michael concludes: "The organisations best placed to succeed will be those that connect people, technology, data, and purpose – because that helps everyone move forward."

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STAND
E15



PEOPLE, PROCESSES, AND TECHNOLOGY

By Michael Pyle, UK Sales Manager, Ecor Pro



The Restoration Industry Is Changing — Collaboration Matters More Than Ever—Connected Teams, Smarter Drying, Better Outcomes.

It's a timely and important message for the restoration and damage management sector.

At Ecor Pro, we see firsthand how rapidly our industry is evolving. Changing environmental conditions, rising customer expectations, sustainability pressures, digital transformation, technician wellbeing, compliance requirements, and increasing demands for operational transparency are no longer future considerations — they are today's operational reality.

In this environment, collaboration is no longer simply beneficial. It is essential.

But it also raises an important question:

What does genuine collaboration actually look like?

Speaking with professionals across the sector, one thing becomes clear very quickly — perspectives differ widely on what is truly helping the industry move forward... and what may still be holding it back.

Some see innovation and progress.

Others still see familiar patterns:

- Closed professional circles
- Reluctance to challenge outdated thinking
- Opportunities shaped more by familiarity than innovation or accountability

So perhaps we need to ask ourselves honestly;

Are we truly collaborating to improve standards, share expertise, and deliver better outcomes for customers?

Or are parts of the industry still seen as "old boys' networks", reinforcing structures that prevent meaningful change?

Because real collaboration is not about protecting the status quo.

It is not about avoiding difficult conversations to keep everyone comfortable.

And it is not about applauding each other while the wider industry continues facing the same unresolved challenges year after year.

The businesses that will thrive in the years ahead will be the ones willing to:

- Listen
- Adapt
- Share knowledge
- Embrace technology
- Challenge outdated ways of thinking

At Ecor Pro, our focus has always been on "collaboration" to understand what the industry requires, which in turn gives us the knowledge to develop intelligent, connected dehumidification and climate control systems that bring greater clarity and control to complex restoration projects.

But technology alone is not the answer.

The future of restoration will depend on stronger collaboration between training bodies, manufacturers, contractors, insurers, owners and technicians across the sector.

Because collaboration today is no longer simply about people talking to each other.

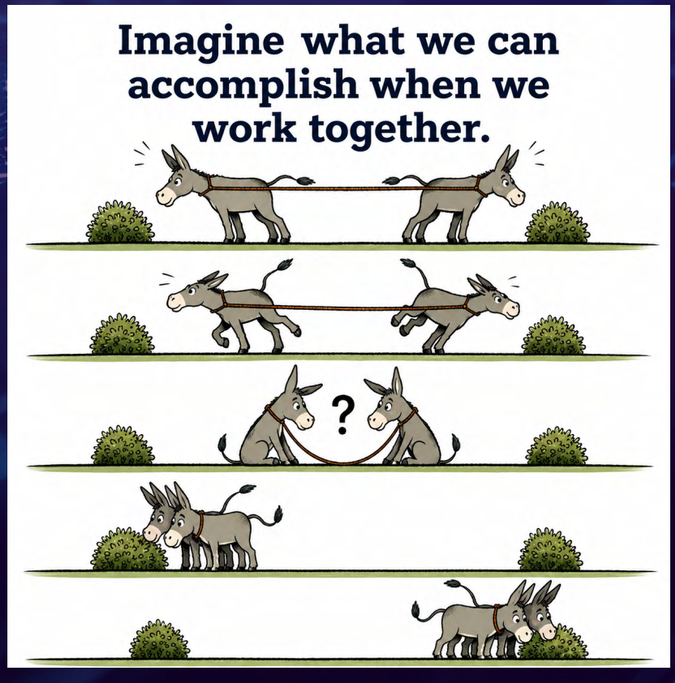
It is about people, processes, and technology working together with a shared purpose.

We're proud to support and participate in the BDMA Conference 2026 and look forward to engaging with all people from across the industry — sharing perspectives, discussing challenges, and contributing to the important conversations shaping the future of the sector.

At Ecor Pro, we're committed to supporting a more connected and forward-thinking restoration and damage management industry, and we're proud to be part of that ongoing conversation.

As the industry continues to change, perhaps the real question is this:

Are we genuinely collaborating to build a stronger future for the sector?



STAND
E21

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COLLABORATION IN A CHANGING WORLD



By David Hunt, Founder of The Leak Detective

The Conference theme, "Collaboration in a Changing World," is perfectly timed for the property repair and restoration sector, where new technology is constantly reshaping our workflows. At The Leak Detective, we specialise in non-destructive leak detection—a vital first step in managing water damage claims. Our work is fundamentally rooted in collaboration.

The days of isolated trades are over. Today's successful claim relies on a seamless handover from the adjuster to the leak detection specialist and then to the restorer, often involving multiple technology platforms. This complexity demands collaboration to ensure accuracy, speed, and minimal disruption for the policyholder. For instance, without clear communication and shared data from a rapid leak detection report, subsequent restoration work can be delayed or misdirected.

We chose to exhibit at the BDMA conference to actively foster these crucial partnerships. It is a vital platform for connecting with loss adjusters, insurers, and fellow experts who share our commitment to professional excellence. We see a significant opportunity to streamline data sharing across the supply chain, moving away from disparate systems towards a collaborative digital environment. This is the most effective way to manage the rising propensity of water damage claims efficiently.

We look forward to discussing how we can collectively integrate our specialised services more effectively to deliver better customer outcomes. Our future success hinges not just on our individual expertise, but on our shared commitment to working together.



STAND
E22

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WHY COMPLEX RESTORATION NEEDS A JOINED-UP APPROACH



By Gavin Smith, Centra Corp

Complex restoration is rarely solved by technical skill alone. The best outcomes are achieved when restorers, insurers, loss adjusters, property managers and clients work together early, particularly when a project is time-sensitive, technically challenging or commercially pressured.

At Centra Corp, we provide specialist property restoration services across the UK, supporting commercial and residential clients with fire and flood damage restoration, mould remediation, specialist decontamination, odour removal and deep cleaning.

The BDMA conference theme, "Collaboration in a Changing World", feels especially relevant as restoration decisions are becoming increasingly nuanced. The right response is not always the most familiar one. Access constraints, live environments, sensitive substrates, business interruption, sustainability and cost certainty can all influence the method chosen.

This is where a joined-up approach matters. When stakeholders share information early, restorers can shape a strategy around the site, the claim and the client's priorities. In some cases, this may involve using more targeted methods to avoid unnecessary stripping. In others, it may mean adapting the programme to protect operations, manage risk or give insurers and loss adjusters a clearer visibility into costs and progress.

For Centra Corp, collaboration is not simply about keeping people updated once work is underway. It is about making the right decisions from the start: understanding the constraints, agreeing on the method, setting realistic expectations and keeping the recovery process moving.

As a Gold Sponsor of the BDMA Conference 2026, Centra Corp is proud to support a forum that brings restorers, insurers, loss adjusters and property professionals together to discuss the standards, pressures and practical challenges currently shaping damage management. We are looking forward to sharing ideas, listening to different perspectives and supporting better outcomes for clients and stakeholders.

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STAND
E4

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THINGS WORK BETTER WHEN WE WORK TOGETHER

By Billy Cooke, Managing Director, Edge Equipment Hire

As always, Edge is looking forward to this year's BDMA Conference, 'Collaboration in a Changing World'.

This year's theme is particularly relevant, not only in our industry, but also when one considers how our wider world has changed over the last few years.

Global conflicts, deepening polarisation of opinion, and uncertain economic conditions lead us to rethink how working more closely and in collaboration with our partners, customers and colleagues can best drive the outcomes we all need.

External pressure on business has possibly never been greater.

Now, more than ever we recognise the need to explore common areas of interest, data-based problem solving and partnerships that are truly symbiotic.

As an equipment hire provider, we see and feel the challenges our customers face every day, and it is only by understanding these challenges that we can serve them better.

This year will be the eighth conference Edge has attended and exhibited at. We are very excited and motivated to have meaningful discussions with old and new friends alike, as we seek to better understand how collaboration and teamwork may forge a basis for providential working relationships.

Enjoy conference everyone!



STAND E19

edge

ADAPTING TO CHANGE - TOGETHER

By Emma Holroyde, Market Engagement Manager, Flood Re



The theme of this year's BDMA conference not only resonates with Flood Re and its goals – it encapsulates them – says Emma Holroyd, Market Engagement Manager, Flood Re.

Change is hard. It challenges established practices and entails the embracing of new, unfamiliar ideas and approaches. However, in today's changing world, with an ever-increasing risk of flood, the need to embrace adaptation, property flood resilience (PFR) and resistance has never been more urgent.

Flood Re's Build Back Better (BBB) scheme is now an established part of the claims process for many flood victims. However, embedding PFR into the mindset of everyone – from planning departments and builders through to the insurance ecosystem and individual property owners - has a long way to go if the UK's resilience to flood is to really improve.

The damage management and restoration industry sits at the heart of explaining and delivering on BBB and PFR on the ground, and to make it the norm, it will involve all parts of the claims chain working together to understand, educate and inform.

That is why this year's BDMA Conference theme – Collaboration in a Changing World – could not be more prescient, or more pressing.

As a forward-looking organisation, the BDMA is leading from the front, and Flood Re is delighted to sponsor this year's conference, hot on the heels of becoming a Corporate Associate Member.

The close working partnership with the BDMA is already making a difference. Flood Re Academy training has been added to the BDMA's recognised suite, helping members understand how the Flood Re and BBB schemes work, and the opportunities for practitioners from the promotion and delivery of PFR.

Flood Re also supported the BDMA's recent schools outreach programme in Lincolnshire, helping improve understanding around flood, as it looks to reframe damage management as a STEM choice and career.

Collaboration also sits at the heart of both the BDMA's and Flood Re's formation – the former across the damage management sector, the latter, between the insurance industry and the government. Together we are stronger and can help embed PFR across the UK, to the benefit of all.

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FLOODRE

STAND E1

COLLABORATION IN A CHANGING WORLD: A SUPPLY CHAIN PERSPECTIVE

By Lee Morton, CEO,
Disaster Management Services (UK) Ltd



Effective damage management has always been a multi-disciplinary endeavour.

The moment a policyholder reports a loss — whether from an escape of water, a fire, or any other insured peril — a coordinated chain of professionals must respond: insurers, loss adjusters, specialist contractors, and suppliers, each fulfilling a critical function.

When that chain operates with genuine cohesion, indemnity periods are shortened, costs are controlled, and policyholders achieve the outcomes they deserve. When it fragments, the consequences — human and financial — compound with every passing day.

It is precisely this dynamic that makes the theme of this year's BDMA conference, 'Collaboration in a Changing World', so pertinent. At Disaster Management Services (UK) Ltd, collaboration across the supply chain is not a peripheral consideration — it is central to everything we do and, and we would argue, central to the long-term integrity of the sector.



As a specialist in flood and water damage recovery, we understand that outstanding outcomes are not the product of any single organisation acting in isolation. They are achieved through immediate mitigation from day one, rapid cost approval that removes barriers to early intervention, and the swift deployment of innovative drying and remediation technologies. Equally important is rigorous, transparent communication between all parties throughout the life of a claim — from initial instruction to final reinstatement — underpinned by a genuinely seamless, end-to-end service model.

The urgency of this agenda is only increasing. The growing frequency and severity of unpredictable extreme weather events is placing unprecedented and simultaneous pressure across the entire supply chain. Meeting that challenge demands not only operational capability, but a deeper, more structured form of collaboration — one built on shared standards, mutual accountability, and a collective commitment to the policyholder.





As proud sponsors of the evening Networking Charity Event at this year's BDMA conference, we are delighted to be supporting an occasion that sits at the very heart of what collaboration looks like in practice — bringing the industry together in one room to share insight, build relationships, and strengthen the connections that ultimately drive better outcomes for policyholders. We look forward to welcoming our peers and engaging in the conversations that will help shape the future of our sector.

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GUEST FEATURE

MISSED OPPORTUNITIES IN THE SUPPLY CHAIN

Collaboration & Vigilance is Key



NETWORKING BUFFET SPONSOR

By Nicky Short, Jensen Hughes

I have worked within the industry for over 35 years, and I appreciate the value of the BDMA in providing technical training, knowledge sharing, networking opportunities and maintaining an exemplary standard of work. The conference is such a fantastic event, bringing all members and others together and keeping us on point with industry risks, trends and insights.

At Jensen Hughes, our varied service offering in forensic investigation and failure analysis provides clarity and certainty every time.

"Collaboration in a Changing World"- collaboration with Jensen Hughes will identify missed opportunities within the supply chain, which will assist in enhancing customer experiences.

Missed opportunities include claim repudiation, fraud, claim exaggeration, and third-party recovery of claim costs. Supply chain collaboration is critical. Introducing forensic expertise at any point in the claim lifecycle ensures insurers are better positioned to reduce overall spend and that claims are handled on a potentially defensible basis. Forensic investigation becomes a seamless extension of the claim lifecycle process, adding vital clarity without complexity or unnecessary costs.

Vigilance is key to enabling fast decision-making, without disrupting workflows.

Impactful outcomes for disaster restoration services include escape of water — 95% of such incidents from pipes are the result of human interaction. Other areas include leak detection, accidental damage, crime scenes, digital media files, electrical issues, fire incidents, and desktop claims.

Jensen Hughes' sponsorship of this year's charity networking evening at the conference reflects our commitment to strengthening partnerships and collaboration across the supply chain.



JENSEN HUGHES

GUEST FEATURE

DELIVERING CLARITY AFTER COMPLEX PERILS

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By Dawn Rising, BioSweep UK Ltd

In property damage restoration, collaboration has always mattered. Today, it matters more than ever.

Across the sector, claims are becoming more complex. Fire and smoke damage is rarely limited to what can be seen. Water losses often bring hidden microbial risks. Mould cases are under greater scrutiny, not only from insurers, but from regulators and occupants too. Alongside this, expectations around documentation, verification and accountability continue to rise… quite rightly.

In that environment, collaboration comes down to alignment. Everyone involved needs to be working from the same understanding of risk, scope and outcome. Without that, even a well-managed job can start to drift.



By the time later-stage specialists are brought in, most of the visible work has largely been completed. What often remains are the more uncertain elements; residual odours, unseen contamination and whether the environment has truly been brought back to a pre-peril condition.

The final elements of the process depend heavily on what has come before. It is a connected chain, with each stage influencing the next. Increasingly, quite rightly, there is a shift towards not just carrying out works, but also being able to evidence the outcome.

Independent sampling and laboratory analysis are becoming a more familiar part of that conversation, giving insurers, loss adjusters and property restoration professionals something solid to work from when making decisions.



Water sampling and Legionella risk assessments also form part of a wider picture, helping duty holders better understand and manage risk within their environments.

When everyone is working from the same information and data, conversations are clearer and outcomes easier to stand behind. There is also a simple satisfaction in seeing a space handed back with confidence, knowing the process behind it has been properly understood and carried through.

The BDMA Conference provides a valuable opportunity to have these conversations in person. We look forward to attending, sharing experiences and continuing to work collaboratively across the sector.

BIOSWEEP SERVICES

STAND E16

GUEST FEATURE

VALUE AND PROFESSIONALISM

By Zoe Littler, BICSc



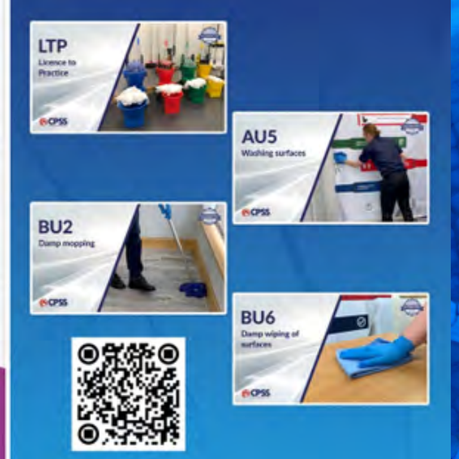
BICSc is a membership organisation that strives to bring recognition of the vital role cleaning operatives play in everyone's day-to-day life. Whether shopping, travelling, working, holidaying or recuperating, in every one of these scenarios, cleaning staff are striving to ensure that the environment is not only clean but also safe. Founded over 60 years ago, BICSc's key objective is to promote the value and professionalism of the cleaning industry by providing training in the key skills required to enhance a cleaning operative's core role, while keeping them safe and encouraging more effective and efficient ways of working.

With a range of both practical and theoretical qualifications available, BICSc has something to help further the career of every cleaning professional, from entry level through to supervisory level, and including employers who run their own businesses and tender for cleaning contracts. Check out our website at www.bics.org.uk for our full range of courses – many of which can now be taken online via the virtual training suite to fit in with your lifestyle – with some of them available free of charge. You will also find the latest BICSc and industry news in the Media Hub, along with useful documents that are free to download, specialist publications from the online shop and much more, not only from BICSc but also from supporting organisations.

BICSc sees the BDMA as a valued partner, and as such, offers a BDMA discount on our Cleanlogic courses. We have also developed a BDMA Basics package, which is available at a special price for BDMA members. To find out more, scan or click the QR code at the bottom of this page.

STAND T12

BDMA - BICSc The Basics



CONFERENCE 2026 collaboration in a changing world
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20 Available £200

A CHANGING WORLD

By Claire Rubly, Doree Bonner International



The theme of this year's BDMA Conference, "Collaboration in a Changing World," feels particularly relevant to the disaster recovery sector today.

In an industry where speed, trust and communication are critical, strong working relationships have never been more important. Whether responding to flooding, fire damage or major property incidents, successful recovery increasingly relies on organisations working together seamlessly to support customers during some of the most difficult periods of their lives.

At Doree Bonner International, collaboration is something we see in action every day. With nearly 20 years' experience in the disaster recovery sector, we understand how important it is for insurers, restoration specialists, contractors, and removals providers to operate as one team. Good communication and a shared focus on the customer can make a significant difference to both the speed of recovery and the overall customer experience.

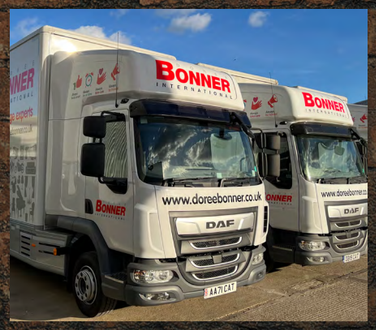
As one of the UK's leading removals and storage companies, Doree Bonner International provides specialist pack-out, removals and secure storage services to support restoration and recovery projects across the UK. While the business has over 100 years of removals experience, our focus within disaster recovery is very much on delivering a responsive, flexible, and supportive service when people need reassurance most.

We chose to exhibit at the BDMA Conference 2026 because it provides an excellent opportunity to reconnect with industry colleagues, strengthen existing relationships and meet others working across the damage management sector. The conference is also a valuable chance to share ideas, discuss emerging challenges and learn from the experiences of others across the industry.

Like many sectors, disaster recovery continues to evolve rapidly. Increasingly weather-related incidents, rising customer expectations, and ongoing operational pressures are all shaping the way services are delivered. At the same time, technology is creating new opportunities to improve communication, visibility, and efficiency throughout the recovery process.

For Doree Bonner International, remaining adaptable and working collaboratively will continue to be key to delivering the high standards clients and partners expect.

We are looking forward to being part of this year's conference and continuing those important conversations across the industry.





STAND
E5

"THE PURR-FECT MOVERS"
DOREE BONNER
INTERNATIONAL GROUP



EVOLVING AT PACE

By Neale Vickery, Corroventa

We are excited to join the restoration industry at the BDMA Conference 2026 with Collaboration as a core discussion point. This aligns significantly with Corroventa's philosophy of working in partnership with our clients.

At Corroventa, the principle of "Making Drying Smarter" echoes across all our activities from product innovation to equipment supply, technical support and the industry partnerships we have and continue to develop.

The insurance and property restoration sectors continue to evolve at pace. Changing claim volumes, increasing customer expectations, sustainability pressures, and supply chain uncertainty are all reshaping how we respond to property damage incidents. In this environment, collaboration across insurers, loss adjusters, contractors, and equipment suppliers has never been more important.

Achieving industry improvement requires open communication and aligned decision-making across the supply chain, including insurers, to meet policyholders' and environmental expectations.

From a supplier perspective, collaboration means more than simply providing equipment. It involves supporting technical training, sharing best practice, advising on application methods, and helping ensure equipment is correctly specified and utilised to achieve drying goals.

The traditional distinction between equipment rental and purchase is evolving. Restorers today require greater flexibility to respond to fluctuating workloads, regional demand, and specialist project requirements. As a result, many organisations are adopting blended approaches, combining rental options with owned assets to improve efficiency, while working in partnership to achieve the best possible outcomes.

The future of restoration will not be defined solely by technology or equipment, but by how effectively the industry works together and adapts.

We wish all attendees from across the industry an enjoyable and thought-provoking conference.

CorroVenta®
MAKING DRYING SMARTER™

STAND
E26

RESILIENT COMMUNITIES

By TradePoint B&Q

The environment we all operate in is changing. Weather events are becoming more frequent and severe, customer expectations for speed continue to rise, and technology is changing. No single organisation can deliver the levels that customers now expect, so the only way forward is together.

B&Q is one of the UK's largest home improvement retailers, with 300+ stores nationwide, offering a wide range of products from trusted brands for repair, maintenance, and reinstatement work. Its range spans building materials and plumbing through to kitchens, bathrooms, flooring, paint and tools. TradePoint is B&Q's dedicated service for trade professionals.

TradePoint, B&Q's trade focused services, exist to support exactly this kind of collaborative response, making us a natural partner. The changing environment is delivering increasingly unpredictable events each year. Collaboration is the only way to meet these challenges and expectations.

Underpinned by B&Q's 'Build a Life' strategy, TradePoint demonstrates how sustainability can be embedded across the supply chain, timber procurement, environmental integrity and social responsibility. For the British Damage Management Association, these principles closely align with its Code of Ethics, which emphasises integrity, professionalism, transparency and acting in the best interest of customers.

BDMA members are required to follow best practise, ensuring restoration and recovery works are carried out responsibly, safely and with consideration for both environmental and social outcomes.



GUEST FEATURE







The social impact of these approaches is equally significant. B&Q continues to invest heavily in communities, donating over £3 million annually to charitable causes and supporting more than 600,000 people through community programmes. Initiatives such as the B&Q Foundation provide funding to help improve homes and community spaces for vulnerable individuals, while colleague volunteering contributes thousands of hours to local projects.

Together, the alignment between TradePoint and BDMA's ethical standards highlights a shared commitment to building not only better homes, but stronger, more resilient communities. By prioritising sustainability, transparency and social values, both organisations are helping shape a more responsible future for the industry.

TRADE POINT

STAND T4

GUEST FEATURE

COLLABORATION IN A CHANGING WORLD

By DBK Drymatic



In today's evolving restoration and property recovery sector, collaboration is more important than ever. At DBK UK, our Drymatic systems are built not only to deliver rapid, efficient drying solutions, but also to support the wider industry in working smarter together.

Drymatic technology has long been trusted for its ability to accelerate the drying process while reducing disruption for clients. By combining controlled heat and airflow, our systems help minimise damage, shorten project timescales, and improve overall outcomes. However, the real value of what we do lies in how seamlessly our solutions integrate into the broader restoration process—supporting surveyors, loss adjusters, contractors, and insurers in achieving shared goals.

As the industry adapts to new challenges—whether driven by sustainability demands, rising expectations, or technological change—collaborative approaches are key. Drymatic systems are designed with energy efficiency in mind, helping partners reduce environmental impact while maintaining high performance. This shared commitment to better, more responsible outcomes strengthens relationships across the sector.

Our involvement with the BDMA reflects our belief that progress comes from working together. By contributing to knowledge sharing, professional standards, and innovation, we aim to support a community that is resilient, forward-thinking, and aligned in its purpose.

Ultimately, DBK Drymatic is more than just a drying solution—it is a tool that enables collaboration. By helping professionals deliver consistent, high-quality results, we play a small but important part in shaping a more connected and effective industry.

We are looking forward to the upcoming conference, where we hope to catch up with familiar faces and connect with new people across the sector.



STAND
E2

DBK Drymatic®



GUEST FEATURE

WORKING COLLABORATIVELY

By Burke Bros Moving Group

At a time when the insurance industry is evolving, collaboration has never been more important. Behind every successful claim outcome is a network of specialists working together to support customers through what is often a stressful and disruptive experience. Our role within that network is to support people in moving forward, both literally and emotionally, after damage to their homes or businesses.

We specialise in insurance-related removals and storage services, supporting policyholders who need to vacate a property following incidents such as fire, flood, or structural damage. When a property becomes temporarily uninhabitable, our teams carefully pack, remove, transport, and store customers' belongings while they move into temporary accommodation. Once restoration and repair works are complete, we carefully return all items to the home, helping families regain a sense of normality as quickly as possible.

What makes this process successful is collaboration. We work closely with loss adjusters, insurers, restoration contractors, temporary accommodation providers, and claims handlers to ensure every stage is coordinated efficiently and sensitively. Communication and flexibility are essential, particularly when circumstances can change quickly during a claim.

In a changing world, customer expectations are also changing. People rightly expect reassurance, professionalism and clear communication during difficult situations. By working collaboratively across the supply chain, we can reduce disruption, minimise delays and deliver a smoother experience for the policyholder.

For us, involvement in the insurance sector is about more than logistics. It is about supporting people at challenging moments in their lives and contributing to an industry that values trust, resilience and service. Events like this provide an important opportunity to strengthen partnerships, share ideas and continue improving how we collectively support customers when they need it most.



GLOBAL RELOCATION
BURKE BROS

STAND
T7

SUPPORTING THE CLAIMS JOURNEY THROUGH COLLABORATION AND CARE

By Caroline Findlay Managing Director, Rapid Relocate

In today's property and restoration landscape, collaboration is no longer optional, it's essential. As claims become more complex and customer expectations continue to rise, the ability for insurers, loss adjusters, restoration specialists and relocation providers to work seamlessly together has never been more important.

At Rapid Relocate, we specialise in providing alternative accommodation (AA) solutions for displaced policyholders. Our role sits at a critical point in the claims journey, often running alongside damage management and restoration works, where timing, coordination and communication are key. It's not just about sourcing suitable accommodation quickly; it's about finding the right solution for each individual circumstance and supporting customers during what can be an incredibly challenging and emotional time. This requires close collaboration with our partners to ensure a smooth, efficient and customer-focused experience from start to finish.

The BDMA conference is a fantastic platform for Rapid Relocate to raise brand awareness and focus on engaging new partnerships, while continuing to strengthen existing relationships.



Events like this offer a valuable opportunity to build connections and better understand the evolving needs of the industry. We are also incredibly excited to showcase our new and exclusive AA solution, Bungalow in a Box, which we will be officially launching next month.



This year's theme, 'Collaboration in a Changing World', reflects the reality facing our sector. From supply chain pressures and cost management to the need for faster, more transparent communication, the challenges are ongoing. However, there is also significant opportunity, particularly through the better use of data, improved processes, and stronger cross-sector alignment.

By continuing to collaborate more effectively, we can create a more resilient, responsive, and ultimately more customer-centric claims journey - something that benefits not only our businesses, but the people we are there to support.

GUEST FEATURE

rapid relocate

STAND E10



GUEST FEATURE

COLLABORATION IN A DATA-DRIVEN WORLD



By Mike Basketter, Co-Founder & Director, CRM Insights

In a sector defined by urgency, complexity, and high stakes, collaboration has always been essential. But in today's changing world, it is no longer just about working together—it is about working together with clarity, consistency, and shared insight.

Across the damage management and restoration industry, collaboration often spans multiple stakeholders: insurers, contractors, loss adjusters, and customers. Each plays a critical role, yet too often operates with fragmented information. This is where the real challenge lies—not a lack of willingness to collaborate, but a lack of visibility.

At CRM Insights, we work with service-led organisations to improve how information flows across teams and partners. Our focus is not just on technology, but on aligning people, processes, and data so that collaboration becomes practical and effective. When everyone is working from the same, up-to-date information, decisions are faster, communication improves, and outcomes for customers are stronger.



This is why the theme "Collaboration in a Changing World" is so relevant. As expectations increase and projects become more complex, the ability to connect data, systems, and people is becoming a key differentiator. Businesses that embrace this shift will be better positioned to respond, adapt, and grow.

We are proud to be involved in this year's conference as it brings together a community facing similar challenges and opportunities. It is a chance to share experiences, learn from others, and explore how the industry can continue to evolve.

We are particularly looking forward to the conversations—because meaningful collaboration often starts with a simple exchange of ideas.

STAND
T10

CRM INSIGHTS

GUEST FEATURE

DELIVERING CLARITY AFTER COMPLEX PERILS

By Fine Art Restoraion Company



We believe restoration has always been about more than objects. It is about people, memories, and the stories carried quietly through generations in the things we live alongside.

When an object is damaged, our role extends beyond the client in front of us. It reaches into the life of the piece itself: the artist behind it, the hands it has passed through, and the moments it has witnessed.

Restoration becomes collaboration in its truest sense, bringing together conservators, claims professionals, damage management teams, art handlers, and specialist advisors to protect not only an object, but the story it carries.

In an increasingly digital world shaped by artificial intelligence and growing environmental risks, our attachment to physical objects remains profoundly human. So too does our response to disaster.

Our work can move from the deeply personal to the highly prestigious in the space of a single week. We may restore George, a beloved ceramic dog treasured through family memory, while also conserving multi-million-pound portraits for historic institutions where heritage, reputation, and financial responsibility meet.

Though these projects may appear worlds apart, they require the same foundations: trust, communication, and shared expertise.

As climate-related incidents and large-scale disasters increase, collaboration across conservation, logistics, insurance, and recovery has never been more important. Our recent expansion into California following the Palisades fires reflected this growing need for joined-up expertise and compassionate recovery support.

We also believe collaboration begins before damage occurs. Through training and practical guidance, we work with insurers, damage management companies, and restoration partners to improve the handling and protection of fine art and specialist contents during incidents.

We are looking forward to exhibiting at the BDMA Conference and sharing ideas, experiences, and practical knowledge with others who are equally committed to protecting the objects that carry personal memories and family stories.

FINE ART RESTORATION COMPANY

STAND
E17

BDMA EXAM AND TRAINING NEWS

UPCOMING TRAINING DATES

A wide range of training and examination dates are scheduled for throughout the year, across all membership categories. With our three popular classroom courses also open for bookings, there are training courses available for practitioners in every aspect of the industy

Intro to Water Damage (Classroom)
9th - 10th June 2026

Senior Technician Revision Day
12th June 2026 / 4th September 2026

Core Damage Management Technicians Virtual Training
16th - 17th June 2026 / 8th - 9th September 2026

Intro to Fire Damage (Classroom)
23rd - 24th June 2026

Insurers and Loss Adjusters Virtual Training & Examination
30th June - 1st July 2026 / 4th - 5th August 2026

Claims Technicians Virtual Training & Examination
18th - 19th August 2026

Packing and Removal (Classroom)
15th - 16th September 2026

Public Examination Sessions via Zoom
Throughout the year -
see our calendar for further information
https://bdma.org.uk/membership-and-accreditation/examinations/

With updated training material, both in our e-Academy and instructor led-courses, the BDMA provides industry-recognised training pathways for many sectors of the damage management industry. Becoming a BDMA accredited technician demonstrates an individual's dedication to best practice and modern working methods.

The BDMA Directors and Support Personnel

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NEW BDMA MEMBERS

Congratulations to those who have achieved BDMA accreditation since our last issue!

Technicians

Barry Dooey
RSS Limited

Blake Bell
Bio Response Limited

Jack Crowley
Goodyer Limited T/A BlueHouse Services

James Shere
James Shere

Joel Short
Nero Design & Construction Ltd

Luke Aylen
Property Facilities Group Ltd

Oliver Blackwood
RSS Limited

Sam Hodgson
Complete Property Revival Ltd

Corporate Associates

Ullyses Limited

The National Carpet Cleaners Association

Quicksilver Moving & Storage

EDT directION Limited

TLC LWH Limited t/a TLC Projects

Claims Technicians

Daniel Catania
Smarthouse & Partners

Habiba Mesbah
Disaster Care Capital Limited

Mike Carter
Hardyman & Co Limited

Patrick Lindley
Burngreave Building Company

Shane Creech
KDW Property Services Limited

Sian Meath
The Forshaw Group Limited

Insurance Technicians

James Cowan
Covea Insurance

Gareth Richards
Crawford & Company

Hayley Sweet
Crawford & Company

John Wright
Crawford & Company

Mike Duffy
Crawford & Company

Roy Barrett
Crawford & Company

Shaunagh McGarvey
Crawford & Company

Lewis Firth
GHG Solutions Limited

Pamela Holness
GHG Solutions Limited

Claire Palmer
Intact Insurance UK

Jennifer Mable
Intact Insurance UK

Joshua Porter
Intact Insurance UK

Leah Cassidy
Intact Insurance UK

Luke Jones
Intact Insurance UK

Melissa Thomas
Intact Insurance UK

Nadeem Sajid
Intact Insurance UK

Sean Macleod
Intact Insurance UK

Umerah Bhatti
Intact Insurance UK

Eilidh Pirrie
Lloyds Banking Group

Matthew Neale
Matthew Neale

Abi-Louise Penfold
Sedgwick International UK

Amanda Marshall
Sedgwick International UK

Amy Andrews
Sedgwick International UK

Claudia-Rose Kelvin
Sedgwick International UK

Jack Dooley
Sedgwick International UK

Jack Taylor
Sedgwick International UK

Mitchell Wilkinson
Sedgwick International UK

Omer Anwar
Sedgwick International UK

Richard Thomas
Sedgwick International UK