

**European Union Member States Claims Management Workshop**

**10 – 11 October 2012**

**Room - 01/11**

**European Maritime Safety Agency**

**Cais do Sodré**

**Lisbon**

<b>Day 1: 10 October</b>		
<b>Time</b>	<b>Activity</b>	<b>Speaker/Facilitator</b>
<b>8.30 – 9.00</b>	<b>Registration and coffee</b>	
9.00 - 9.15	Welcome address	EMSA
9.15 – 9.30	<ul style="list-style-type: none"> <li>Background and developments since the 2009 workshop</li> <li>General principles of claims management (chapter 2)</li> </ul>	Ms Stéphanie Guégan Ms Gail Robertson
9.30 – 10.00	<ul style="list-style-type: none"> <li>International legal framework (chapter 3)</li> <li>Maritime Insurance (chapter 5)</li> <li>Financial security (chapter 7)</li> </ul>	Mr Steven Vandenborre
10.00 – 10.15	<ul style="list-style-type: none"> <li>Defining a pricing structure (generic procedure &amp; methodology to calculate tariffs) (chapter 8)</li> </ul>	Ms Monica Mulero
10.15 – 10.45	<ul style="list-style-type: none"> <li>Compiling a dossier and drafting the claim (chapter 9)</li> </ul>	Ms Gail Robertson Mr Sjon Huisman
10.45 – 11.00	<i>Fjord Champion</i> incident – response costs recovery	Ms Kjersti Tusvik
<b>11.00 – 11.30</b>	<b>Coffee break</b>	
11.30 – 12.30	Introduction to the group exercise: Setting the scene and objectives	Ms Gail Robertson Mr Sjon Huisman
<b>12.30 – 14.00</b>	<b>Lunch</b>	
14.00 – 15.30	Group exercise	All
<b>15.30 – 16.00</b>	<b>Coffee break</b>	
16.00 – 17.30	Group exercise	All
<b>17.30</b>	<b>End of the first day</b>	

<b>Day 2: 11 October 2012</b>		
<b>Time</b>	<b>Activity</b>	<b>Speaker/Facilitator</b>
<b><i>8.30 – 9.00</i></b>	<b><i>Registration and coffee</i></b>	
9.00 – 10.30	Plenary session: presentation of claims by group and discussions	All
<b><i>10.30 – 11.00</i></b>	<b><i>Coffee break</i></b>	
11.00 – 12.00	Plenary session: presentation of claims by group and discussions	All
12.00 – 12.15	<i>MSC Napoli</i> incident – claim management	Ms Gail Robertson
12.15 – 13.00	Conclusions and way forward	All