

## John Heaney | Managing Director

### PROFESSIONAL PROFILE

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John commenced his insurance career at a local authority mutual insurer in 1986 as a Career Trainee specialising in liability claims, based in Manchester, moving to their London operation in 1987. In 1990, John moved to an American London Market Insurer where he was responsible for all UK Casualty claims reporting direct to the UK Claims Manager before moving into the specialist liability loss adjusting sector in 1993. Immediately prior to developing The Liability Network Ltd in 2003, John was the UK Liability Director for GAB Robins Ltd, the second largest global loss adjusting organisation.

John has wide ranging casualty claims experience across many sectors and industries, handling many disease, serious injury and fatality claims. He was the lead adjuster on the Paddington Rail crash in October 1999 and the Selby Road/Rail incident in February 2001 as well as being the supervising adjuster on the Potters Bar Derailment in May 2002. John has also written best practice and operating guidelines for claims organisations and has managed both technical and QA audits for clients.

### PROFESSIONAL EXPERIENCE

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#### EMPLOYERS LIABILITY

- Fatal Accident claims including claims under The Fatal Accidents Act 1976
- Serious injury index claims
- Disease claims including stress, deafness, VWF, asbestosis and occupational asthma
- Claims involving Post Traumatic Stress Disorder
- Claims involving Myalgic Encephalomyelitis/Chronic Fatigue Syndrome
- Manual Handling

#### PRODUCTS LIABILITY

- Multi-million dollar food contamination claim
- Serious injury claims involving medical devices
- Claims against pharmaceutical companies for alleged drug induced injuries
- Food poisoning claims

#### MOTOR LIABILITY

- Multiple fatalities acting on behalf of police and fire authorities
- Major property damage cases following bridge strikes
- Lead adjuster in the Selby Road/Rail incident which occurred on 28th February 2001 and which caused the death of 10 people. This single incident is the single largest motor liability claim ever witnessed in the United Kingdom

#### ERRORS & OMISSIONS

- Serious injury claims following the alleged wrongful dispensation of pharmaceutical products
- Financial loss claims following the wrongful design and installation of computer systems

#### PUBLIC LIABILITY

- Multi-party incidents
- Fatal Accident claims including claims under The Fatal Accidents Act 1976
- Serious injury index claims
- Pollution/Nuisance
- Lead adjuster in the Paddington Rail crash which occurred on 5th October 1999 causing the death of 31 people
- Supervising adjuster for the on-site investigations into the Potters Bar Derailment which occurred on 10th May 2002 claiming 7 lives
- Fatal accident claims on sites governed by the Construction (Design & Management) Regulations 1994
- Fatal accident claims on sites governed by the COSHH Regulations 2002

#### OTHER EXPERIENCE

- Production of best practice documents
- Production of operating guidelines for claims organisations
- Technical Audits both internal and for clients
- Quality Assurance under ISO