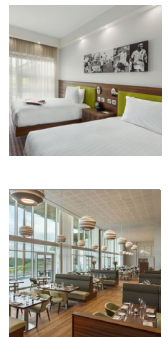
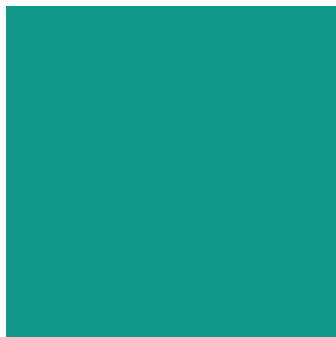
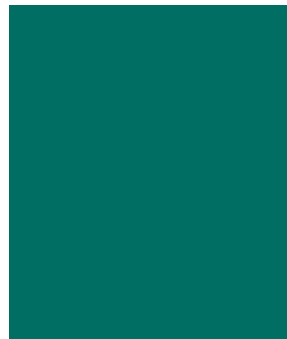
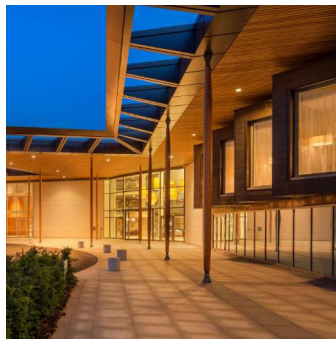
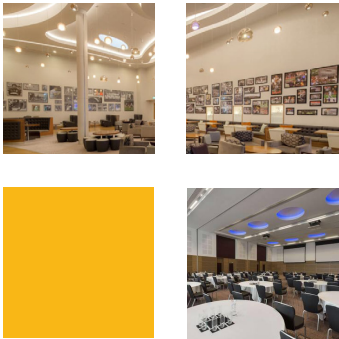




# AUTUMN CONFERENCE

21-22 October 2025

Hilton St George's Park, Burton Upon Trent



## PROGRAMME

# THE EVENT

## The Autumn Conference is again at St George's Park!

Designed to appeal to all management teams it will provide you with the latest news and key topics facing the industry. The conference is a celebration of your hard work and following the feedback received, a slightly tweaked format will be followed this year, with various Learning Sessions to kick start the event. We will then finish the first day with an industry dinner. The second day will then be the more traditional conference programme with excellent keynote speakers and industry specific papers.

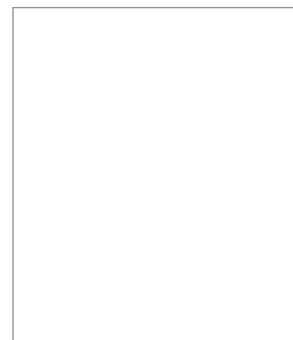
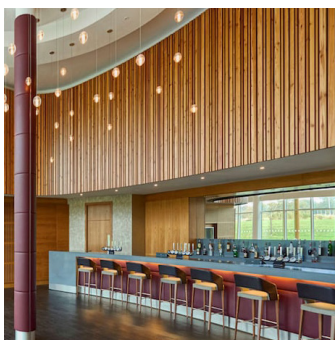
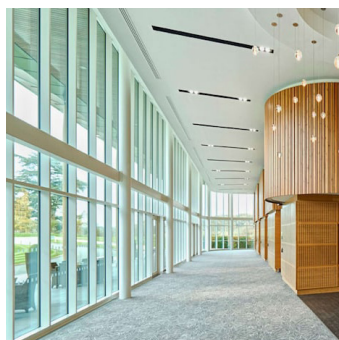
It will be great to see you all there and welcome you to the Conference - The TSA Team!

# THE HOTEL

This year's Autumn Conference returns to the four-star flagship Hotel within the immaculate grounds of the National Football Centre, Hilton at St George's Park. As well as being a home from home for each of the 28 England national football teams, Hilton at St. George's Park is fully open to the general public and, set in the heart of the National Forest, is the perfect destination hotel for our Autumn Conference.

Centrally located in the country and easily accessible by road, rail and air, the hotel features a spa, an indoor pool with sauna and steam room, and a fitness centre. Stylish, innovative and elegantly designed guest rooms include air-con, high-speed internet, flat-screen TVs, minibridges, plus tea and coffee-making facilities.

To find out more information please contact the hotel directly.



If you have any issues or queries at all during the Conference, please do not hesitate to approach any of the TSA team - we're here to help!

# THE KEY SPEAKERS



**Linda Plant** is a force to be reckoned with. A cult figure from her nine years on *The Apprentice*, Linda has terrified interviewees and captivated audiences alike. Leaving school at 15, she went from humble beginnings on a market stall to launching the international knitwear brand and becoming one of the first women to float a fashion company on the London Stock Market. A true trailblazer, she's held executive roles that would make most entrepreneurs sick with envy, building and running successful companies across multiple industries. Since 2015, on BBC One's *The Apprentice*, she advises Lord Sugar and grills the candidates. Her unstoppable passion for business and entrepreneurship has earned her multiple awards and she's a revered judge and panellist for top female entrepreneurs on HSBC's Panel of Forward Ladies and a Prince's Trust Mentor.

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**TJ Power** is the lead neuroscientist at the DOSE Lab and a bestselling author. He created the DOSE® framework (Dopamine, Oxytocin, Serotonin, Endorphins), and his research lab investigates how our modern, sedentary, digital lifestyles are shaping our biochemistry. TJ has captivated audiences worldwide, working with major corporations, health services and millions through social media with over 800k followers. He has delivered 550+ live experiences at institutions such as Oxford University, Amazon and the NHS, training over 75k people in the process. He is a globally respected neuroscience educator and the go-to authority for unlocking human potential in the digital age. Also a co-founder of a trailblazing organization in the mental health sector, his work focuses on providing scientific teachings that empower people to take action towards healthier lifestyles.

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**David Pool** is a Computer scientist with specialisation in AI, Machine Learning & data Science and has built a number of AI start-ups which have been acquired by organisations such as Apple and Accenture. David is a regular speaker on AI and how organisations can transform to become 'Data and AI first'. Humans evolve over evolutionary time, whilst AI is evolving in ever-accelerating digital time. David investigates what this means for organisations and workers as AI and automation evolves to perform more complex cognitive tasks and how we can learn how to manage complex and accelerated learning and apply this for benefit.

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**Dr Olga Franczak** is an experienced anti-discrimination practitioner. She helps organisations unlock the power of inclusion to achieve their business and social goals. Olga works as an Equality, Diversity and Inclusion (EDI) Lead for Recruitment and Employment Confederation supporting thousands of recruitment businesses across the UK. Olga is passionate about tackling the root causes of discrimination – stereotypes and bias. She received a PhD on how gender stereotypes impact human rights and how to draft more effective instruments to address that. Her experience includes long term work with survivors of hate crimes and gender-based violence.

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**Arthur Linssen** is Director of FTN (Federatie Textielbeheer Nederland), the Trade Association of Dutch Textile Services Companies. In this role, he leads the organisation's secretariat and represents the industry in various advisory and policy forums. These include the Circular Economy Network of the Ministry of Infrastructure and Water Management, the national employers' association and the European Textile Services Association (ETSA). He also holds directorships at the Dutch Dry Cleaning Association (Netex) and the Suppliers' Association (Vematex). Arthur has accumulated extensive experience as a business strategy consultant and commercial manager.

# THE PROGRAMME

## DAY 1 - TUESDAY 21ST OCTOBER - MEETING, LEARNING SESSIONS & DINNER

**13:00**     **Supply Partner Meeting** in the Ron Greenwood room (for supply partners only)

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**14:00**     **Registration & Refreshments** in the Education Wing Breakout Area

**14:30**     **Mental Health Session** - Adrian Thomas, Via Vita

- Define what is meant by mental health and the difference between poor mental health and mental illness
- Understand the factors that affect mental health and how to talk about with your teams
- Understand the importance of self-care and promoting wellbeing in their organisation
- Understand the role of Mental Health First Aiders where they are trained in an organisation
- Feel more confident identifying the stigma and discrimination that surrounds poor mental health and mental illness

**Ecovadis - Why is the TSA advocating “the world’s most trusted business sustainability ratings and ESG compliance solution** - Steve Bland, EcoVerify

- Why sign up to the EcoVadis platform
- Understand what the TSA helpdesk offers
- How to complete and improve your score

**In the Docks – What can happen if you get it wrong?** - Mark Cohen, WTW

- How to avoid and handle personal injury claims
- How to effectively manage contractors attending your laundry sites
- The nuances of potential gross negligence prosecutions
- The impact of mental health on adhering to safety practices and procedures

**16:30**     **Networking Coffee** in the Education Wing Breakout Area

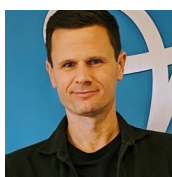
**19:00**     **Pre-dinner Drinks** in the main bar

**20:00**     **Dinner** in the Sir Bobby Robson Ballroom

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**Adrian Thomas** is our Mental Health First Aid Trainer. After being diagnosed with severe depression and subjected to terrible stigma in the workplace, Adrian found himself unable to work. Fortunately he had a network that helped him to manage his mental health. Adrian took up running, going on to complete numerous marathons as he advocated for better mental health. In 2017 Adrian celebrated the achievement of completing ‘52 Marathons in 52 Weeks Challenge’ and becoming a Mental Health First Aid Instructor in the same week.



**Steve Bland** is Founder and Managing Director at EcoVerify and has over 20 years of invaluable experience in compliance and sustainability. EcoVerify specialise in supporting businesses of all sizes in achieving recognised sustainability credentials by guiding them through the development of effective CSR strategies and simplifying complex assessment processes.



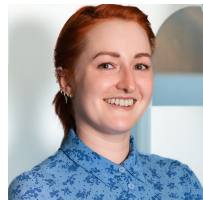
**Mark Cohen** is Associate Director at Willis Towers Watson. As a H&S solicitor, he helps business duty holders navigate the complexities and nuances of regulatory enforcement and workplace safety. He holds extensive experience in handling legal proceedings related to serious workplace accidents and represented both organisations and individuals in regulatory matters brought by the Health and Safety Executive, Environment Agency, Local Government Authorities, and other regulatory bodies.



# THE PROGRAMME

## DAY 2 - WEDNESDAY 22ND OCTOBER - THE CONFERENCE

- 08:45**    **Registration & Refreshments** in the Sir Bobby Robson Lobby
- 09:15**    **Opening & Welcome** by Charlie Betteridge, TSA
- 09:25**    **TSA Update** - David Stevens, TSA
- 09:45**    **Keynote Address** DOSE Effect with TJ Power, neuroscientist
- 10:35**    **Coffee Break** in the Sir Bobby Robson Lobby
- 11:05**    **Industry Initiatives** - A look at the key industry initiatives from TSA members including: Laundry Open Week with Peter Semple from Fishers, Progress on Infinite Textiles with Chris Bell from Clean, The proposed Extended Producer Responsibility (EPR) on textiles with Arthur Lissen, Member update on GLARE Reporting with Doug Muttitt from Swiss Camplings Laundry, A reminder of the Supplier Portal Platform with Bob Morrish from Ecolab
- 11:45**    **Keynote Address** Human intelligence and Artificial digital Intelligence. How do we work together in a world of increasingly massive data and intelligent algorithms? with David Pool
- 12:45**    **Lunch** in the Sir Bobby Robson Lobby
- 13:45**    **Challenges and opportunities of employment** with Dr Olga Franczak, Recruitment & Employment Confederation
- 14:10**    **Keynote Address** Business Powerhouse with Linda Plant
- 15:05**    **Closing Remarks** by David Stevens, TSA
- 15:10**    **Networking Coffee & Departure** in the Sir Bobby Robson Lobby



# CONFERENCE INFORMATION

## TUESDAY 21ST OCTOBER - MEETING, INDUSTRY DINNER & ENTERTAINMENT

**Supply Partners:** For all TSA Supply Partners, we will be hosting a catch up meeting at Hilton at St George's Park at 1pm in the Ron Greenwood room. A separate communication and agenda on this will follow.

**Learning Sessions:** For anyone joining us for the afternoon Sessions, registration and refreshments will be available from 2pm. Make sure you pick up your name badge!

**Conference Overnight Arrivals:** If staying at Hilton at St George's Park, the evening prior to the conference, you will be able to check-in for your room from 3pm onwards. Check-in is made via the hotel reception, who will assist with any accommodation queries. Please note, check out is at 11am.

**Evening Dinner:** This will be held in the Sir Bobby Robson Ballroom at the hotel. Please gather for pre-dinner drinks at 6.30pm and dinner will be served at 8pm followed by entertainment. There will be a seating plan to refer to on the evening which is designed to mix delegates up. Please let us know if you have any concerns with this as it is difficult to change on the day.

**Set Menu:** There is a set dinner menu of the following courses:

- **Starter** Smoked Salmon Presse with Horseradish and Dill, Pickled Fennel, Rainbow Salad, Radish, Pea Shoots, Sourdough
- **Main** Chicken Breast, Rainbow Carrots, Sun Blushed Tomato, Tenderstem Broccoli, Gratin Potato, Red Wine Thyme Jus (h)
- **Dessert** Chocolate Brownie Torte, Raspberries (v)

**Alternative Menu:** If the set menu above is not to your liking or dietary requirements, the following options below are also available. Please let us know if you would prefer to change any of the set menu options to the choices outlined below:

- **Starter** Carrot, Red Lentil & Coriander Soup, Sourdough, Pumpkin Seeds (ve)
- **Main** Butternut Squash, Cumin Lentil Wellington, Mangetout Tenderstem Broccoli, Pomegranate (ve)
- **Dessert** Honeycomb Cheesecake, Caramel Sauce, Popcorn (v)

**Key:** (v) = vegetarian (ve) = vegan (h) = halal

**Please confirm your menu by Friday 12th September** by emailing us on [events@tsa-uk.org](mailto:events@tsa-uk.org) and let us know if you have any additional dietary requirements or if you wish to change the menu. Please note, if we do not hear from you, we will assume that the set menu is your preferred choice.

## WEDNESDAY 22ND OCTOBER - THE CONFERENCE

**Conference Registration:** Registration will be open from 8.45am. Please register with TSA Staff just outside of the Sir Bobby Robson Lobby to collect your name badge (if not already received the day before) and conference programme. Welcome refreshments will be served during registration.

The Conference itself will be held in the Sir Bobby Robson Ballroom with a prompt 9.15am start.

**A full delegates list of everyone attending the conference will be included within the printed programme.** We are happy to send a delegate list on request, but a note a warning it does tend to change right up to the event! We will also send an up to date delegate list and programme before the event.



# CONFERENCE INFORMATION

**Parking** Complimentary car parking is available on site.

**Dress Code** Business attire (smart casual) is requested for the conference but for the dinner you are more than welcome to wear casual attire.

**Buddy Scheme** We will once again be operating our Buddy Scheme to help ensure the event is inclusive and welcoming. Therefore, if you would like to be a Buddy, please let us know. Similarly, if it is your first conference and you would like to have a friendly face at the event, please get in touch.

**Timings** It would be appreciated if you adhere to all times for the conference programme, both as a courtesy to the speakers and your fellow delegates.

**Lunch** This will be served on the second day of the Conference and held in the Sir Bobby Robson Lobby. Please see the Conference programme for lunch timings.

**Hotel Facilities** If you wish to make use of any of the hotel's facilities during your stay, please contact the hotel directly to check availability and to make any bookings.

**Extras** Any extras such as food, drinks and telephone calls that are not included within the conference ticket may either be paid for by card or charged to your room to be settled before departure. The hotel accepts most major credit cards. If in doubt, please check with reception.

**First Aid / Health & Safety** Should you seek any medical advice or in case of a medical emergency, please inform the hotel or a member of the TSA immediately.

**Assistance** If you require any specific accommodations or adjustments to fully participate in this event, please let us know how we can best support you.

**Feedback** An online Slido survey will be available for attendees to complete on the day of the conference. To assist with the organisation of future TSA events, we would appreciate delegates' feedback.

**GDPR Consent** Your name will be printed on name badges and a delegate list for all attendees. If you do not want your name to be included on either, please contact us on [events@tsa-uk.org](mailto:events@tsa-uk.org) stating your preference.

We will have a camera to capture highlights of the event which may be used for marketing purposes, please let us know if you do not want your photograph to be used.

If you have any questions at all, please do not hesitate to get in contact by calling us on **0203 151 5600** or by email on [events@tsa-uk.org](mailto:events@tsa-uk.org)

Finally, we hope that you enjoy the conference!

With thanks to our Premium Supply Partners for their continued support



# BOOK YOUR PLACE

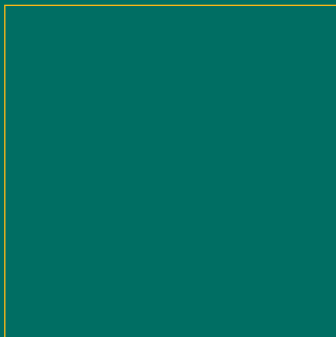
*Please do not book rooms via the hotel, all room bookings should be made via the TSA to secure the agreed rate.*

**Conference Ticket:** £120 +VAT | **Dinner Ticket:** £50 +VAT | **Wednesday Night B&B:** £120 +VAT.

To book your Conference place, please complete the Booking Form and return it to [events@tsa-uk.org](mailto:events@tsa-uk.org)

If you have any queries at all, please get in touch with the TSA team:

**T** 0203 151 5600 **E** [events@tsa-uk.org](mailto:events@tsa-uk.org)



**Textile Services Association**

Venture House, 2 Arlington Square, Downshire Way, Bracknell RG12 1WA

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