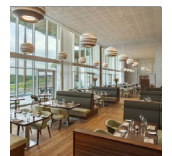
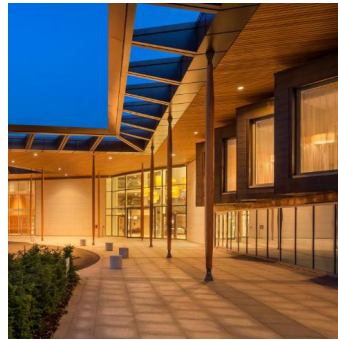




# AUTUMN CONFERENCE

18-19 October 2023

Hilton St George's Park, Burton Upon Trent



## INFORMATION PACK

# THE EVENT

WEDNESDAY 18TH & THURSDAY 19TH OCTOBER

**Your invitation to this year's Autumn Conference.** Following feedback (thank you Peter Semple and others), we have slightly changed the format for the event. You'll now get almost double the content by arriving just a few hours earlier on the first day. We have also scheduled an earlier finish on the second day making it more accessible for everyone.

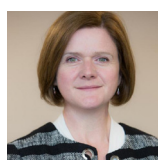
The whole event is designed to appeal to all your leadership teams and we believe the programme appeals to a broad spectrum. While day one provides you with all the latest news and key topics facing the industry with plenty of discussion opportunities, day two is the more traditional conference format focused towards motivating and inspiring your team for the challenges ahead.

## THE PROGRAMME DAY ONE | WEDNESDAY

- 13:00** **Supply Partner Meeting** in the Ron Greenwood Suite (for supply partners only)
- 14:00** **Registration & Coffee Break** in the Education Wing Breakout Area
- 14:30** **Industry Update Session: Safety Matters** - Led by the Health & Safety Steering Group in the Ron Greenwood Suite
- Latest H&S statistics and their relevance
  - How do we prioritise what areas are important to focus on now and in the future
  - Machinery safety and H&S industry toolbox and training
  - Contractor management mock trials
  - Benefits of an industry onsite contractors' documents portal and can Primary Authority Partnership help reduce fire incidents
- 14:30** **Industry Update Session: People Matters** - Led by the People Steering Group in the Executive Drum
- Development, presentation and insight of industry strategy for diversity and inclusion
  - Support training programme for mental health - Launch of Wellbeing Hub and Toolbox
  - Recruitment – how can we create a more attractive offer
- 15:30** **Coffee Break** in the Education Wing Breakout Area
- 16:00** **Industry Update Session: Our Industry Matters** - Led by the Lobbying Steering Group in the Executive Drum
- Update of parliamentary cross-party meetings
  - Development of awareness messaging for our industry
  - Key Focus Areas – Energy lobbying and multi-use products within the healthcare sector
- 16:00** **Industry Update Session: Environmental Matters** - Led by the Sustainability Steering Group the Ron Greenwood Suite
- Our journey so far and roadmap to 2045 and beyond
  - TSA Sustainability Strategy and its place in the global laundry industry
  - Laundry Industry carbon calculator and decarbonisation through technology
  - Our industry wants to see single-use plastics removed. How can we do it?
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- 18:30** **Pre-dinner Drinks** in the Sir Bobby Robson Lobby
- 20:00** **Dinner** with entertainment by comedian Keith Farnan in the Sir Bobby Robson Ballroom

# THE PROGRAMME DAY TWO | THURSDAY

- 08:45 Refreshments** in the Sir Bobby Robson Lobby
- 09:15 Chairpersons Welcome** by Charlie Betteridge, TSA
- 09:25 TSA Update** - David Stevens, TSA
- 09:35 Keynote Address:** Asifa Lahore
- 10:20 Coffee Break** in the Sir Bobby Robson Lobby
- 10:50 Industry Life Stories** - Jennifer Falconer from Johnsons Hotel Linen, Vitalija Agarwal from Aeroserve and Chris Kingsford from Richard Haworth
- 11:20 Sustainability & Valuing Linen – Meet Pasha:** Led by Rona Tait from TDS Commercial
- 11:50 Keynote Address:** Kate Nicholls OBE, CEO of UKHospitality
- 12:30 Lunch** in the Sir Bobby Robson Lobby
- 13:30 Industry Spotlight**
- 13:50 Keynote Address:** Sir Cary Cooper
- 14:40 Closing Remarks** by David Stevens, TSA
- 14:45 Networking Coffee & Departure** in the Sir Bobby Robson Lobby



# THE KEY SPEAKERS

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**Professor Sir Cary Cooper CBE** is the 50th Anniversary Professor of Organizational Psychology and Health at the Alliance Manchester Business School, University of Manchester. He is a founding President of the British Academy of Management, immediate past President of the Chartered Institute of Personnel & Development, former President of RELATE and President of the Institute of Welfare. He was the founding Editor of the Journal of Organizational Behavior, former Editor of the scholarly journal Stress and Health and is the Editor-in-Chief of the Wiley-Blackwell Encyclopaedia of Management.

He has been an advisor to the WHO, ILO, and EU in the field of occupational health and wellbeing, was Chair of the Global Agenda Council on Chronic Disease of the World Economic Forum then served for on the Global Agenda Council for mental health of the WEF, and was Chair of the Academy of Social Sciences. He was Chair of the Sunningdale Institute in the Cabinet Office and National School of Government and is currently the Chair of the National Forum for Health & Wellbeing at Work.

Professor Cooper is the author/editor of over 250 books in the fields of occupational health psychology, workplace wellbeing, women at work and occupational stress. He was awarded the CBE by the Queen in for his contributions to occupational health; and was awarded a Knighthood for his contribution to the social sciences.



**Asifa Lahore** is a drag artist, pushing the boundaries of what it means to be LGBT, South Asian and Muslim. Asifa came into the national spotlight in 2014 when she was censored by the Birmingham Central Mosque from discussing Islam and Homosexuality. This caused uproar in the British press and allowed Lahore the rare opportunity to speak openly on the topic.

Asifa also featured in Channel 4's groundbreaking documentary Muslim Drag Queens. Narrated by Sir Ian McKellen, it drew an audience of 1.1 million viewers. She has also received the Attitude Magazine Pride Award for activism and increasing visibility of the 'Gaysian' community

and been the face of and ambassador for various diversity campaigns. Asifa's impassioned activism on intersectionality, race, sexual orientation, gender, disability and religion has led her to speak at prestigious institutions such as the Lost Lectures, Channel 4 Diversity Festival, Women of the World Festival, the British Library and the Oxford Union. She is a host, singer and DJ and has performed in clubs, theatres and venues around the world. Her musings on world events have been featured in Winq, Attitude, Gay Times, The Independent and IB Times as well as being featured and interviewed for countless publications worldwide.

Asifa is also passionate about disability rights. She is severely sighted and suffers from a rare genetic eye disease which causes progressive sight loss. Asifa is a proud transgender woman and continues being a voice for intersectional Britain.



**Kate Nicholls OBE** was appointed Chief Executive of UKHospitality, the powerful voice representing the hospitality sector, in April 2018, having previously worked as CEO and Strategic Affairs Director of the ALMR. She was at the forefront of championing the hospitality industry during the COVID pandemic and driving support and recognition to the sector. After gaining a degree in English and a post-graduate diploma in Competition Law, Kate worked as a researcher in the House of Commons and European Parliament before joining Whitbread as Government Relations Manager, starting her career in hospitality in 1993. Kate was

Director at one of the largest independent public affairs companies, working with hospitality, retail and leisure accounts before establishing her own communications consultancy in 2000. She is a graduate of Fitzwilliam College, Cambridge and Kings College.

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All these great speakers will be joined by additional guest presenters covering an array of industry-wide topics, and complimented throughout the day by the TSA Team of Charlie, Emma, Shyju and David.

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# CONFERENCE **INFORMATION**

## WEDNESDAY 18TH OCTOBER - MEETING, INDUSTRY DINNER & ENTERTAINMENT

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

**First Day Start:** For all attendees, registration will be available in the Education Wing Breakout Area on arrival throughout the afternoon.

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

**Accommodation Check-In:** 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 12 noon.

**Evening Dinner:** This will be held in the Sir Bobby Robson Ballroom at the hotel. Please gather for welcome drinks at 6:30pm and dinner will be served at 8pm followed by entertainment with renowned comedian Keith Farnan. There will be a seating plan to refer to on the evening. If it is your first conference and there is someone that you know who you would like to sit next to or you have a concern on seating, please let the team know a minimum of two weeks prior to the event.

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

- **Starter** Smoked Haddock and Spring Onion Fishcakes, Caper Berries & Tartare Sauce
- **Main** Roast Loin of Pork, Dauphinoise Potato, Tenderstem & Carrots, Honey and Sage Velouté
- **Dessert** Strawberry Cheesecake with Raspberry Coulis

**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** Tomato and Roasted Red Pepper Soup (ve)
- **Main** Wild Mushroom Creamy Gnocchi, Edamame Beans and Sage (v)
- **Dessert** Chocolate and Orange Torte, Mango Syrup (ve) (GF)

**KEY:** **ve** - Vegan    **v** - Vegetarian    **GF** - Gluten Free

Please confirm your choices by Friday 22nd 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 and/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.**

## THURSDAY 19TH OCTOBER - THE CONFERENCE

**Second Day Start:** Refreshments will be available from 8.45am just outside of the Sir Bobby Robson Lobby along with the registration desk for day two only delegates.

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



# CONFERENCE **INFORMATION**

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**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** A stand-up buffet lunch will be served on the second day of the Conference with a selection of hot and cold dishes. This will be 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.

**Special Assistance / Pre-existing Medical Conditions** Please let us know, so we can make any necessary adjustments.

**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 also have an onsite photographer capturing 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.

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**If you have any questions at all, please do not hesitate to get in contact by calling 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**



# THE HOTEL

This year's Autumn Conference takes place once again at 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, minifridges, plus tea and coffeemaking facilities.

To find out more information please contact the hotel directly.



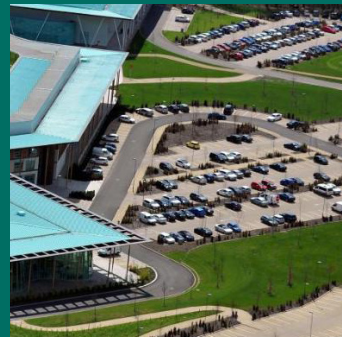
## Hilton at St George's Park

Newborough Road  
Needwood  
Burton-on-Trent  
DE13 9PD

# ANY QUESTIONS?

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

T 0203 151 5600 E [tsa@tsa-uk.org](mailto:tsa@tsa-uk.org) W [tsa-uk.org](http://tsa-uk.org)

