

Welcome
back!



AUTUMN CONFERENCE

28-29 September 2021

Ardencote Hotel & Spa, Warwickshire



PROGRAMME

THE CONFERENCE

We're delighted to invite you to our first in person event since the cancellation of our Spring Conference way back in 2020. The Autumn Conference is designed with our members in mind and we will bring you the latest news and key issues facing the industry in what has been an incredibly challenging 18 months. The programme has been created to entertain so you can go back to work feeling refreshed and ready for the challenges ahead with two keynote speakers to inspire and enjoy. The conference is aimed at all your senior team and will be a fantastic celebration of your hard work starting with an industry dinner the evening before. Can't wait to see you all - TSA Team! _____

THE PROGRAMME

TUESDAY 28TH - INDUSTRY DINNER & ENTERTAINMENT

- 19:00** Pre-dinner Drinks in the Palms Conservatory Bar
- 19:30** Dinner with entertainment in Palms Conservatory (including the debut gig for our Industry band 'Mark Stains and the Rejects')

WEDNESDAY 29TH - THE CONFERENCE

- 09:00** Registration & Refreshments in the Palms Conservatory
- 09:30** Opening & Welcome by Charlie Betteridge, TSA
- 09:40** TSA Update - David Stevens, TSA
- 10:00** Knowledge Networks (Non-Covid!) - Shyju Skariah, TSA
- 10:20** Meet the HR Dept - Olivia Flattery, HR Dept
- 10:30** Keynote Address: Talk Your Way Out of It with Suzanne Williams, Hostage Negotiator
- 11:15** Coffee Break in the Palms Conservatory
- 11:45** Being Visible - Tim Morgan, Publicity Works
- 12:00** The Covid Report: Panel Discussion - Representative panel of laundry operators and suppliers
- 12:45** Lunch in the Palms Conservatory
- 13:55** End of Life Textiles: The Bigger Picture! with Matt Hanrahan, Reskinned and the TSA Team
- 14:35** TSA Resources, Events and Laundry Cost Index - Emma Andersson, TSA
- 14:55** Coffee Break in the Palms Conservatory
- 15:20** Keynote Address with former international rugby union referee, Nigel Owens
- 16:20** Closing Remarks by David Stevens, TSA

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THE KEY SPEAKERS



Nigel Owens MBE is widely regarded as the best referee throughout the world of rugby union. During a 17 year career he took charge of hundreds of domestic, European and international matches around the world, most notably refereeing at the 2007 and 2011 Rugby World Cups, three Heineken Cup finals and two Amlin finals - these five European finals make him the most capped referee in European competition. He is also the current world record holder for most test matches refereed.

Nigel grew up in rural West Wales and is the first openly gay man to come out in professional rugby. He was awarded an MBE for services to sport in 2016. Outside of rugby Nigel presents Welsh language chat shows and his own quiz programme. In 2017, he presented a Panorama programme on eating disorders in men and boys.

In his keynote address, Nigel will share stories from his vast sporting career with emphasis on diversity, equality and mental health. He speaks with great courage, determination - one not to be missed!



Suzanne Williams QPM is an experienced hostage negotiator who has worked on some of the most high-profile and dangerous hostage situations across the world. This has required negotiating in war zones, on the high-seas and on behalf of well-known families. Whilst a Scotland Yard detective she was the most senior ranking officer in charge of both the Kidnap and Hostage Negotiation Units. At the highest level, Suzanne has been an active contributor to the Government's crisis response in cases of the kidnap and abduction of UK citizens overseas. For her work she received the Queen's Police Medal in recognition of her commitment

to the fields of kidnap, negotiation and saving of life.

She will use her experiences to talk to us how to listen effectively and get the best out of situations that require negotiation (in a business environment) and influence.



Tim Morgan has worked in PR and marketing for over 30 years and has specialist expertise in the B2B sector. He founded The Publicity Works in 1990 and the agency has focused on industries including hospitality and healthcare. Tim has been working with the TSA for the last 12 months and will share some of the successes and challenges and cover how we can continue to engage with the end-user markets for our industry.



Olivia Flattery has over 15 years HR experience. Specialising in the hospitality sector, her knowledge spans from working with small sized business to large global corporates, helping to keep them compliant and get the most from their teams. Olivia joined as our HR support line for the membership in January 2021. Olivia will explain her role and how she can add support to your HR functions whilst also providing a quick industry update.



Matt Hanrahan is CEO of Reskinned Resources. They help clothing and textile companies to deliver more circular textile operating solutions by providing innovative textile recycling processes such as fibre to fibre, which enables textiles such as workwear and sheeting to be turned into fibres for new clothing. The presentation will demonstrate how potentially the TSA and Reskinned can provide a 100% solution to textile recycling.

All of these great speakers will be complimented throughout the day by the TSA Team of Charlie, Emma, Shyju and David.



THE HOTEL

The conference takes place at the luxury 4-Star hotel Ardencote nestled in the heart of the Warwickshire countryside. This beautiful, peaceful location, set in a country manor built in the 1860s, Ardencote combines traditional elegance with the comforts and amenities of a modern luxury hotel.

Simple but elegant en suite rooms offer flat-screen TVs, tea and coffee making equipment and free WiFi, and all have countryside, golf course or lake views. Upgraded rooms add four-poster beds, whirlpool tubs and/or separate sitting areas.

Set in 83 acres of landscaped gardens, amenities include heated indoor and outdoor pools, hot tub, squash and tennis courts, a stunning 18-hole golf course, a relaxing leisure spa and fitness gym. There's a fine dining restaurant, which has been tastefully designed to complement the ever-popular Conservatory Bar; overlooking the immaculate, manicured lawns and grounds, the outdoor Brasserie Terrace offers a perfect setting for alfresco dining during the summer months. The Spa includes an aromatherapy steam room, salt sauna, a tepidarium, an outdoor sauna, an outdoor hot tub, a monsoon shower, foot spa and ice fountain followed by a relaxation lounge and a tranquility lounge. Treatments include seaweed wraps and aromatherapy massages.

The convenient location of Ardencote offers easy access to the region's major road network and Warwick Parkway Railway Station, placing Birmingham International Airport and the NEC within easy reach.

An industry dinner is being held on Tuesday prior to the 'main event' on the Wednesday.

To book your place at the Conference, please complete the booking form by clicking [here](#). To book your accommodation, please contact the hotel directly using the code **TSASep21** to ensure our best rates. We recommend booking early as the conference is expected to sell out quite quickly.

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