



SPRING CONFERENCE

15-16 April 2024

Hilton St George's Park, Burton Upon Trent



INFORMATION PACK

THE CONFERENCE

The Spring Conference is back 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 from our last Autumn Conference, a similar format will be followed with industry workshops to kick start the event. We will then finish the first day with an industry dinner and superb entertainment. The second day will then be the more traditional conference programme with excellent keynote speakers and industry specific papers.

Please book early as the event always sells out. Can't wait to see you all - TSA Team!

THE PROGRAMME

DAY 1 - MONDAY 15TH APRIL

- 13:00** **Supply Partner Meeting** in the Howard Wilkinson Suite (for supply partners only)
- 14:00** **Registration & Refreshments** in the Education Wing Breakout Area
- 14:30** **Industry Workshop: How the DMU Research Can Help You Sell Hygiene** - Led by Shyju Skariah in the Howard Wilkinson Suite
- 14:30** **Industry Workshop: Diversity & Inclusion** - Led by Emma Andersson in the Terry Venables Suite
- 15:30** **Coffee Break** in the Education Wing Breakout Area
- 16:00** **Industry Workshop: Getting the Most Out of Pasha & Launch of the NHS Campaign** - Led by Emma Andersson in the Terry Venables Suite
- 16:00** **Industry Workshop: Sustainability** - Led by Shyju Skariah in the Howard Wilkinson Suite
- 18:30** **Pre-dinner Drinks** in the Sir Bobby Robson Lobby
- 20:00** **Dinner** with entertainment in the Sir Bobby Robson Ballroom

DAY 2 - TUESDAY 16TH APRIL

- 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
 - 09:35** **Keynote Address - Michael's Story** with Louise Adamson
 - 10:20** **Coffee Break** in the Sir Bobby Robson Lobby
 - 10:50** **Supporting Mental Health Training Within the Laundry Industry** with Adrian Thomas, Via Vita
 - 11:20** **Industry Challenges** - with the TSA Team
 - 11:50** **Keynote Address - Growing The Economy** with Simon French, Economist
 - 12:30** **Lunch** in the Sir Bobby Robson Lobby
 - 13:30** **Lobbying & Grant Funding** with the TSA Team
 - 13:50** **Keynote Address - From Politics to the Dancefloor** with John Sergeant, Journalist and Broadcaster
 - 14:40** **Closing Remarks** by David Stevens, TSA
 - 14:45** **Networking Coffee & Departure** in the Sir Bobby Robson Lobby
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THE KEY SPEAKERS & ENTERTAINERS



John Sergeant is one of the UK's best known television and radio journalists. A popular broadcaster, this former political correspondent, Sergeant studied Politics, Economics and Philosophy at Oxford's Magdalen College before going on to Darlington College, where he trained as a journalist and also worked for the Liverpool Echo. In 1970 Sergeant began working as a radio reporter for the BBC working for the international news team where he covered major events from countries all over the globe. In 1981, he became a Political Correspondent. He also worked with Radio 4, featuring on The World at One and Today. In 1992, he was appointed the BBC's Chief Political Correspondent, a role in which he remained until the year 2000. Sergeant then moved to ITN, becoming

their Political Editor, where he remained for two years until his retirement.

Since retiring, Sergeant has appeared as a guest, participant and presenter on a variety of TV programmes, including, most famously, being a competitor on Strictly Come Dancing in 2008 where his popularity with viewers became evident as they voted to keep him in the show against the odds for several unexpected weeks. He has also worked on a variety of documentaries covering topics as varied as from UK tourism, railways in India and the photographer, Francis Frith. Sergeant will draw on his vast experience and knowledge to deliver an entertaining, informative and inspiring speech.

Simon French is MD, Chief Economist and Head of Research at investment bank, Panmure Gordon. Prior to joining as Chief Economist in 2015, Simon worked for the UK Government, latterly at the Cabinet Office as Chief of Staff to the UK Government COO. He had a central role in implementing the Coalition Government's spending reforms between 2010 and 2014 as well as working on the UK's Welfare and Pensions reforms between 2002 and 2008. He has been an economic columnist for The Times since 2016, and is a regular contributor on financial, investment and political issues on a range of news programmes and features on platforms and media around the world.



Louise Adamson had a successful career as an employment lawyer before the family tragedy she will talk to us about, turned her focus to the world of workplace safety. Louise aims to educate and raise awareness and stop anyone else from losing their life, or their loved one, in a preventable workplace incident. She is part of a campaign and support group to ensure workers are able to return home safe at the end of their day, and also a trustee of a charity who supports bereaved families as they navigate the investigation and prosecution process. Louise has been recognised across the SHE industry for her inspirational work and works as an Ambassador, helping to promote initiatives and charitable work.

Adrian Thomas is our Mental Health First Aid Trainer. After facing several serious life events in 2011, Adrian was diagnosed with severe depression. Subjected to terrible stigma in the workplace, Adrian found himself shut off and unable to work and as he spiralled further, planned on taking his life. Fortunately he was lucky to have a network that helped him to better manage his mental health. As part of this, Adrian took up running, going on to complete numerous marathons for charity where 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.



In addition to the above, we also have the TSA Team providing updates and more interesting and informative topics with marketplace specialists, industry experts, motivating speakers featuring business leaders from laundry and hospitality sectors.

CONFERENCE INFORMATION

MONDAY 15TH APRIL - WORKSHOPS, 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. 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. 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** Honeycomb Cheesecake with Toffee Sauce

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 (v)
- **Main** Chickpea, Spinach and Sweet Potato Curry with Basmati Rice (ve)
- **Dessert** Raspberry and Frangipane Tart (ve) (GF)

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

Please confirm your choices by Wednesday 27th March by emailing us on 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.**

TUESDAY 16TH APRIL - 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

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 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.

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.

Finally, we hope that you enjoy the conference!

WITH THANKS TO OUR PREMIUM SUPPLY PARTNERS FOR THEIR CONTINUED SUPPORT

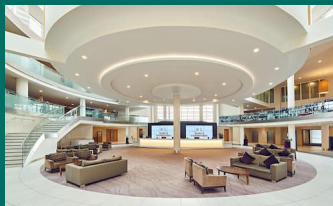


THE HOTEL

This year's Spring 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 Spring 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
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ANY QUESTIONS?

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

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