

# Collaboration Virtual Conference

24th March 2022 - **Online via Zoom**

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## Agenda

*Each speaking session will run for approximately 30 minutes with 15 minutes allocated for Q&A*

- 09.20** Open for Delegates to Join
- 09.30** Welcome Address  
Mark Bailey, Director & Co-Founder, Collaboration Network
- 09.45** Case Study: Supporting a Range of Customer Needs  
Naomi Sweeting, Grand Union Housing
- 10.30** Keynote Talk: Building an Inclusive Workplace Environment - Top to Bottom  
Peter Olawaye, Leap Confronting Conflict
- 11.15** Refreshment Break
- 11.30** Case Study: Dwr Cymru Welsh Water - Excellence in Complaints Handling\*  
Sally Gronow, Dwr Cymru Welsh Water
- 12.15** Expert Panel Discussion: Customer Affordability and Financial Vulnerability in Collections  
Chair: Matthew Drage, Square 4  
Panellist: James Elliott, Government Debt Management Function  
Panellist: Russell Hamblin-Boone, CIVEA  
Panellist: Philip Hiron, Billing Finance
- 13.15** Lunch Break
- 13.45** Keynote Talk: Creating an Emotive Customer Experience  
Martin Hill-Wilson, Brainfood Consulting
- 14.30** Case Study: CX - The Road to Distinction  
Vicki Leech, Covea Insurance
- 15.15** Refreshment Break
- 15.30** Keynote Talk: Using Data Responsibly in Financial Services  
James Daley, Fairer Finance
- 16.15** Regulatory Research Update  
Kate Mitchenall, UKRN
- 17.00** Final Thoughts & Questions
- 17.15** Close of Conference