



3rd July 2024

BSI Offices, Davy Avenue Knowlhill, Milton Keynes MK5 8PP

Agenda

- 09.00 Registration & Welcome Tea / Coffee / Pastries for Delegates
- 09.45 **Welcome Address**
Collaboration Network & BSI
- 10.00 **Keynote Talk:** Is Sharing Caring? The Politics, Principles, & Ownership of Vulnerability Data
Chris Fitch, Vulnerability Lead, Money Advice Trust
- 10.30 **Case Study:** Supporting our Bereaved Customers
Sarah Wright, Customer Outcomes Consultant NFU Mutual
- 11.00 **Vulnerability Champions Group Update:** Update on the Cost of Living Crisis Research
- 11.15 Refreshment Break - Morning Tea/Coffee
- 11.30 **Vulnerability Workshop:** Standards Mapping: How do Clauses Align to Existing Processes?
Rob Hine, Head of Partnerships at BSI
- 12.30 **Case Study:** Meeting the Needs of all Customers through Accessible Products & Services
Emma Ingram, Customer Vulnerability Manager Nationwide
- 13.00 Lunch Break
- 14.00 **Lived Experience Case Study:** Thinking Differently About Disability and Using Lived Experience to Shape Policy
Naqi Rizvi, World No.1 Blind Tennis Player
- 14.30 **Panel Discussion:** Debt & Affordability Challenges in 2024
- Joanna Elson CBE, Independent Age
 - Andrew Burchell, Royal London
 - Hana Westby, Sovereign Network Group
 - Katy Brown, HM Treasury
- 15.15 Refreshment Break - Afternoon Tea/Coffee
- 15.30 **Workshop:** Vulnerability Workshop - Kai's Story
Helen Pettifer, Helen Pettifer Training
- 16.30 Close of Vulnerability Summit