



Vulnerability Summit

25th June 2025 | BSI Offices, Davy Avenue Knowlhill, Milton Keynes MK5 8PP

Hosted by



Agenda

- 08.45** **Registration & Networking:** Welcome Tea / Coffee / Pastries for Delegates
- 09.30** **Welcome Address**
Collaboration Network & BSI
- 09.45** **Case Study:** Using Trusted Partners to Engage with Customers to Support Trust and Relationship Building
Joanna Lomax, Consumer Vulnerability Manager, UK Power Networks
- 10.15** **Case Study:** Improving Customer Outcomes through Standards
Andy Harrison, Vulnerable Customer Lead, Fidelity International &
Chris Parry, Global Senior Product Specialist, BSI
- 11.00** **Refreshment Break** - Morning Tea / Coffee
- 11.15** **Insights from Lived Experts:**
Led by Jan Levy, Managing Director, Three Hands
- 12.00** **Panel Discussion:** Our Approach to Creating The UK's First Dementia Friendly Contact Centre
Led by Jennie Mummery, Senior Supporter Engagement Manager, Alzheimer's Society
- 12.30** **Keynote Talk:** The Power of Influencing to Build Trust
Joanna Elson, CEO, Independent Age
- 12.45** **Lunch Break**
- 13.40** **Case Study:** Turning the Tide: A Central Government Perspective on Rebuilding Trust in Public Sector Debt
Jane Tully, Deputy Director, Government Debt Management Function, HM Treasury
- 14.10** **Workshop:** Creating an Inclusive Workplace for All
Hannah Gibson, Founder, Diverse Integration
- 15.10** **Case Study:** Embedding Ageas Care through the Customer Experience
Charlotte Davies, Customer Care Manager, Ageas &
James Smith, Customer Experience Lead, Ageas
- 15.45** **Summary**
- 15.55** **Networking & Afternoon Nibbles**
- 16.30** **Close of Vulnerability Summit**

Collaboration Network Annual Partners