

A weekend of **motivational** speakers and **superb** entertainment.

# Conference highlights

FRIDAY 23 JANUARY 2009

- 9.00am TSA Registration in the Hotel Foyer
- 10.30am Auxiliary Members' Meeting - Enderby Suite
- 12.30pm **Lunch** in the Mixx Restaurant
- 2.00pm Opening by **David Stevens**, Conference Chairman - Grove Suite
- 2.15pm **Rt Hon Patricia Hewitt MP**, Former Secretary of State for Trade & Industry - '2009 and Beyond: An Economic Outlook'
- 2.45pm **Anne de Boer**, ABS Group - '2020 Vision: The Laundry of the Future Pt.1'
- 3.45pm **Sean Doyle**, Connaught Compliance - 'Agenda 2010: A Consultation'
- 4.15pm **Murray Simpson**, TSA - 'TSA Projects & Policies'
- 4.30pm **TBC**, Further Keynote Speaker to be Announced
- 5.30pm **Close**
- 7.15pm Cocktail Reception hosted by TSA President, **Colin Hill** in the Grove Suite
- 8.00pm **Dinner** in the Grove Suite followed by dancing & entertainment (Dinner Jackets)



SATURDAY 24 JANUARY 2009

- 7.30am Breakfast in the Mixx Restaurant
- 9.30am **John Shonfeld**, Tibard Laundry Services, & **Jamie Petrie**, Skillfast, 'NVQ Award Ceremony'
- 10.00am **Jim Franklin**, Ecolab - '2020 Vision: The Laundry of the Future Pt.2'
- 10.30am **Dr Geert Böttger**, Expo + Consulting - 'Textile Services: A Sustainable Business Model for the Future'
- 11.20pm **Terry Sheldon**, Tonrose - 'Corporate Social Responsibility & Ethical Sourcing'
- 11.30pm **Monty Halls**, Ocean Explorer, Film Maker & Adventure Journalist - 'Getting it wonderfully right & hideously wrong'
- 12.30pm **Closure** of Business Sessions
- 12.30pm **Lunch** in the Ante Room
- 1.30pm MiRiCAL Emblems Golf Competition at Forest Hill Golf Club
- 7.15pm Cash Bar in the Ante Room
- 8.00pm **Dinner** in the Grove Suite with music & entertainment (Smart Casual)



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## Textile Services Association Commercial Services Conference 2009

### Programme



Leicester Marriott Hotel  
23rd - 25th January 2009



# The Conference

## The Show Must Go On!

In tough times it is more important than ever for us to come together for a conference and to work together as an industry. The Commercial Conference has earned its reputation as the premier industry event of the year due to its tried and tested formula of bringing together keynote political and motivational speakers while addressing topical industry issues, in its own unashamedly informal and light-hearted style. And let's face it, we could all do with a laugh! This year's conference recognises the tough business environment, we've slashed the registration and room rate fees from previous conferences - after some tough negotiations with the Leicester Marriott Hotel, a 4 Star business hotel which offers exceptional value for money as a top conference location. But we haven't compromised one bit on the quality of speakers or the range of issues on the agenda.



Motivational speakers and outstanding keynote presentations.



The premier industry event of the year!

# The Hotel

## Leicester Marriott Hotel



The Leicester Marriott Hotel forms a stunning gateway to the vibrant Midlands region. Just a matter of minutes from the M1 (Junc 21) yet set in a quiet area perfect for business or leisure, this 4 Star hotel is luxuriously appointed with amenities that ensure a comfortable and productive stay. This five-floor hotel features 227 spacious air-conditioned guest rooms all with soft, luxurious bedding, mini-bar, 32" flat-screen TV and dedicated ergonomic work spaces with high-speed internet access and 24 hour room service. Known for its outstanding event and top class conference facilities, the hotel offers versatile event space, impeccable catering, and on-site event coordination. The hotel brings together the best in contemporary amenities with Marriott's hallmark care and attention to first-class service.

After a day sightseeing, relax or invigorate in the hotel gymnasium, heated swimming pool, steam room and sauna. Guests can also work, dine or simply watch the world go by with tea or coffee in the Atrium Lounge, taste the international delights of the Mixx Restaurant offering informal dining inspired by the cuisine's of Europe & Asia or enjoy a cocktail or aperitif in the contemporary Tanners Bar.

### Conference and Accommodation Costs

The "package" rates for the conference are detailed in the table below, these should be settled directly with the hotel on departure. The Conference registration fees of £275 (+VAT @ 15%) per delegate and £100 (+VAT @ 15%) per partner represent outstanding value for money: these fees should be sent to the TSA with your completed booking form.

	Thurs 22nd Night Only	Fri 23rd Night Only*	Fri 23rd & Sat 24th**
Single Room	£115.00	£144.95	£250.00
Double Room	£125.00	£219.90	£360.00

\* Inclusive of Friday lunch, Friday dinner, Saturday breakfast & lunch, wine on Friday night & all tea/coffee breaks .

\*\* Inclusive of all meals from Friday lunch to Sunday breakfast, wine on Friday and Saturday night & all tea/coffee breaks .

Completed booking forms should be sent to the TSA by no later than Friday 9th January 2009.

# The key Speakers

## Who will inform, educate and entertain?



**Monty Halls**, ex-Royal Marines Officer, describes himself as a diving explorer and adventure journalist. Drawing from his experiences as a leader of expeditions throughout the world, his presentation will take us on a roller coaster ride through a series of stunning adventures. By outlining principles of good leadership, group dynamics under pressure and effective crisis management, he shows real examples of the application of these principles on operations with one of the world's elite regiments and on expedition to some of the most remote locations on earth. His style is light-hearted, frequently hilarious, and open to questions from the floor.

**Rt Hon. Patricia Hewitt MP**, has been the Member of Parliament for Leicester West since 1997. Before entering Parliament Patricia worked for organisations such as Age Concern where she campaigned for a better deal for pensioners, and Liberty where she stood up for Civil Liberties and Human Rights. She took up her first Ministerial post as Economic Secretary at the Treasury (1998-1999). Patricia was then appointed as Minister for Small Business and e-Commerce at the Department of Trade and Industry (1999-2001) before becoming Secretary of State for Trade and Industry (2001). Most recently Patricia served as Secretary of State for Health from (2005-2007).

**Dr Geert Böttger**, has been engaged in technical textiles for over 30 years, first as consultant at Kurt Salmon Associates, later as Vice-President at Messe Frankfurt. Currently a consultant to the Textile Service Industry on business models based on Product-Service-Systems and finalised a study in 2007 "Textile Services: The Future" commissioned by FTN (The Netherlands), TSA (UK), Intex (Germany) and VTS (Switzerland) that he will use as a basis for his presentation.

**Anne de Boer**, President of ABS Laundry Business Solutions. 20 years ago Anne de Boer founded ABS, offering consultancy and software solutions specific to the laundry industry requirements. Since then the company has developed, with over 500 installations on 5 continents, into the recognised worldwide specialist and leader in automation and logistics solutions for the Textile Rental Business.

Other speakers we welcome this year include: Senior Vice President of Textile Care Europe for Ecolab Inc, the world's leading provider of cleaning, food safety and health protection products and services for the hospitality, food service, healthcare and industrial markets, **Jim Franklin**. Account Director **Sean Doyle** from the UK's leading provider of integrated compliance services, Connaught Compliance. Tonrose Ltd CEO **Terry Sheldon** explores Corporate Social Responsibility and what it means for the laundry industry in 2009. TSA President, **Colin Hill** and TSA Chief Executive, **Murray Simpson** will discuss TSA projects and policies while **John Shonfeld** from Tibard Laundry Services Ltd & **Jamie Petrie** from Skillfast UK will host an upbeat awards ceremony recognising the NVQ "Learner of the Year".

# Social Events

## How do you wish to relax?



Leicester is home to many wonderful sporting arenas including the impressive Walkers Stadium home of Leicester City FC, one of Britain's most popular racing circuits Donington Park, or Rugby Union fans can head to Welford Road to see the Leicester Tigers. The city also has many great visitor attractions such as the award winning National Space Centre, dedicated to hours of discovery and interactive fun or hop on a steam engine and step back in time along the historic Great Central Railway. Just a short drive away is the recently transformed Leicester City Centre offering an array of fashionable boutiques, stylish bars and restaurants, galleries, museums and theatres and all the amenities expected from a cosmopolitan city centre.

**Friday night** is the formal night of the Conference. TSA President, Colin Hill will host cocktails at 7.15pm followed by a gala dinner in the Grove Suite. A packed variety show of entertainment follows to round off what will certainly be a night to remember. (Dinner jackets).

**Saturday night** will be more informal, but equally memorable. Meet in the Ante Room from 7.15pm followed by an industry dinner and the usual array of live music and entertainment (Smart casual).