TIME	SESSION	SESSION DESCRIPTION
0815 - 0900		Registration and coffee
0900 - 0910		Welcome - Stephen Lowe, Group Communications Director, Just
0910 - 0940	SETTING THE CONTEXT	Nisha Arora, Director of Consumer & Retail Policy in the Strategy and Competition Division at the FCA will address the importance of dealing with vulnerable clients from the Regulator's perspective.
0940 - 1010		George Lusty, Senior Director, Competition and Markets Authority, will address the importance of dealing with vulnerable clients from a public policy perspective.
1010 -1050		Janette Weir, Managing Director, Ignition House will illustrate the preparedness of the industry by showcasing our primary research with industry leaders.
1050 - 1110		Coffee and networking
1110 - 1140	CASE STUDY	Steve Brogden, Senior Consumer Vulnerability Manager at British Gas, will show how they have started their journey to better support vulnerable customers. From strategy to action and policy to operational deployment, they will share the challenges and lessons with the financial services sector?
1140-1240		AUDIENCE ACTIVITY
1240-1400		Buffet lunch
1400 - 1445	KEYNOTE	Professor Andrew Scott will apply the findings from his research into "The 100 year life" (and its sequel: "It's life Jim but not as we know it") to make connections for how leaders need to think about their colleagues and customers in the future, drawing on concepts such as the biological age.
1445 - 1515	THE COMMERCIAL CASE	Baringa Partners will talk about the changes they are observing in the market, how firms are responding and the commercial case for investing in the vulnerable customer agenda.
1515 – 1545		Afternoon Tea
1545 - 1615	KEYNOTE	This final keynote will inspire by showcasing how innovative technological design is enhancing people's later lives. Our speaker, Rama Gheerawo, is Director of the Helen Hamlyn Centre for Design and the RCA Reader in Inclusive Design.
1615 - 1625	CLOSING ADDRESS	The Conference Chair will draw the conference to a close
1625 - 1745		A glass of something and wave goodbye

owenjames