

Senior FM stakeholders gather to discuss the industry's future at the renowned Innovation Lab annual conference

3 years ago



Over 400 likeminded individuals gather to discuss the future of the facilities management industry as they explore forthcoming trends, challenges, purposeful initiatives, and pioneering solutions at the industry's renowned Innovation Lab on Thursday 23rd February 2023.

Set in the iconic Manchester Central Convention Complex, the event promises to deliver a day of solution exploration, professional development, and networking to assist businesses in overcoming today's challenges while providing a platform to take on tomorrow's.

As FM professionals continue to face several shared challenges, the Innovation Lab will host various expert speakers to address the developing financial crisis, skills shortages, shifting workforce demographics and several other subjects. As market uncertainty grows, the author of *When the Clouds Come* and influential leadership authority with a unique multi sector viewpoint on creating innovative and sustainable change, [Drew Povey](#) joins first as keynote speaker to talk about managing change and turbulence.

Up next, the Innovation Lab welcomes one of the UK's leading experts on generational change, [Dr. Paul Redmond](#) to discuss the future of work, roles at risk of being replaced by technology and how companies can establish a highly engaged workforce, particularly amongst Millennials and Gen Z. Paul writes regularly for national newspapers and other publications and is a frequent guest on radio and TV programmes, appearing regularly on the BBC and independent current affairs shows.

Subsequently, described by FORBES magazine as 'A Game Changer' and trusted by some of the biggest brands including Emirates, Warner Brothers and McDonalds, [Geoff Ramm](#) joins to talk about delivering a "Celebrity Service" and helping brands create a gap in their service experience they never knew existed,

therefore enhancing customer retention.

As the “great resignation” further unfolds in a post pandemic world, [Russell Beck](#) steps onto the Innovation lab stage to deliver delegates tangible actions that unlock the potential and productivity of their most expensive asset: their people. Equally important, providing a new perspective into looking after people today to ensure they are around for tomorrow.

Finally, [Figen Murray](#), Lead Campaigner of Martyn’s Law, and [Nick Aldworth](#), Former Chief Superintendent and Counter-Terrorism and Risk Director for Carlisle Support Services, will join to talk about Martyn’s Law, a newly proposed legislation that will place more responsibility on the owners of publicly accessible locations for the security and protection from terrorist incidents.

The event also hosts a panel discussion with Arriva Rail London’s HR Director Oliver Grant, Tesco’s Head of Security Operations Emma Swail, Northern Trains’ Head of Retail Operations Jason Wade, and Tottenham Hotspur’s Safety Officer Eileen Williams. These representatives step onto the stage to talk about their transformational success journeys in the face of change and uncertainty, delivering tangible advice to senior representatives and leaders from other organisations of various sizes that may face similar challenges.

The rail industry will have its own features with presentations and open discussions around its future as it more than doubles activities by 2050, optimising revenue protection as well as streamlining data and service provision. With delegates from over 13 of the UK train operating companies, key stage appearances include Greater Anglia, Arriva Rail London, ITAL and Carlisle’s Director of Rail Strategy with over 20 years of service provision experience and more than 2,300 employees working in the sector.

Throughout the day, attendees will also be presented with various other subjects from changing the face of security, to technology in FM, associated returns for complementary people and tech strategies, procuring successful support services contracts, and the growing focus of Environmental, Social and Corporate Governance (ESG).

Confirmed attendees include senior stakeholders from the UK’s largest organisations such as Jaguar Land Rover, Coventry University, this year’s Eurovision host M&S Bank Arena Liverpool, Tottenham Hotspur Football Club, Liverpool Football Club, Tesco, Sainsbury’s, Northern Trains, Avanti West Coast and many more.

Besides learning from invaluable speakers and enjoying great food and drinks throughout the day, attendees will also be able to engage with over 50 innovators showcasing their latest solutions to deliver exceptional environments, no matter the circumstances. These include 2CL Communications, Marlowe Fire and Security, Arval UK, Reckitt Benckiser Group and many more.

Chief Executive Officer of the event’s host, Carlisle Support Services, Paul Evans said: “Working with a prestigious and world-class portfolio of brands, the day will allow senior stakeholders to discuss the specific challenges they are facing, meet potential new disruptors and engage in peer-to-peer enlightenment around solutions.

“We look forward to providing attendees a new perspective on sustainable innovations and robust change management for successful implementation of technological breakthroughs within existing workforce.”

Following the annual conference, the event's host, [Carlisle Support Services](#) invites exclusive guests at their Annual Superstar Awards to recognise and celebrate the achievements of people across the industry. This features the introduction of the Martyn Hett Award for Contribution to Counter-Terrorism as Carlisle welcomes the implementation of [Martyn's Law](#) within the industry. The award will be presented by Figen Murray herself, the force behind Martyn's Law and mother of Martyn Hett, one of 22 people killed in the Manchester Arena bombing at the end of an Ariana Grande concert on 22 May 2017.

Event registrations for the Innovation Lab are still available on Eventbrite at <https://www.eventbrite.co.uk/e/507406465397>.