

# 33<sup>rd</sup> ideasuk

INNOVATION IN THE WORKPLACE

## INTERNATIONAL CONFERENCE

### THE FUTURE TODAY



Date: 13th – 14th November 2019

Venue: The Dalmahoy Hotel & Country Club, Edinburgh



# 2019 ideasUK Conference

## The Future Today



Andy Beddows

We Welcome You to Edinburgh!

Sitting majestically on a prehistoric volcanic plug, Edinburgh Castle keeps a watchful eye over a compact and fascinating city. Steeped in history, this ancient settlement is also noted for innovation, notably in the literary field - from the small café on George IV Bridge where a young lady penned the Harry Potter books, to the city streets that provide a background for Ian Rankin's gritty Rebus detective novels. Creativity continues unfettered and with much mirth during August every year with the Comedy Fringe Festival hosting all that is new in that field.

Just a short few miles from the city centre is our venue, the Dalmahoy Hotel and Country Club. A friendly Scottish welcome awaits you at the hotel and at our Conference which this year is themed 'The Future Today'.



Zena Cox

We are taking a few of the categories from our Idea of the Year Competition and are showcasing some cutting edge science, theory and practice, plus perhaps what may be possible in the future so as to empower you, our delegates to look at how you could adapt some of the concepts into your own organisations. Following the feedback from last year, we are delighted to welcome back Nicola Millard, the BT Futurologist on the Wednesday morning, who embodies the theme of our Conference.

As always, Conference will conclude with our Annual Awards Dinner where we recognise and celebrate the achievements of individuals and organisations.

We hope that you will take away fresh thoughts on innovation, the pleasure of sharing recognition with achievers and the warmth of Scottish hospitality.

A handwritten signature in white ink that reads "Andy Beddows".

**Andy Beddows**  
Chairman  
ideasUK

A handwritten signature in white ink that reads "Zena Cox".

**Zena Cox**  
Operations Director  
ideasUK



# Idea of the Year Competition

Undoubtedly, the highlight of the competition is the Idea of the Year Awards Dinner which will be taking place on Thursday 14th November. For the third year, we have worked with Wazoku to provide an interactive platform with all the information you need to join the competition, including details of each category, the rules and some useful hints and tips on what the judges are looking for: <https://ideasuk.wazoku.com>

Whilst entry shortlisting is an on-line process, the confirmed finalists are still judged face to face over the course of the two-day Conference by our independent panel of Judges. The individual category winners, Judge's awards and overall Idea of the Year 2019 will then be announced at the Awards Dinner.

## IDEA OF THE YEAR AWARD TROPHY CATEGORIES:

**Sustainability Award:** In recognition of the idea that demonstrated the greatest contribution to the conservation of natural resources, protecting the natural environment or sustainable project.

**Health & Safety Award:** In recognition of the idea that demonstrated the greatest contribution to the improvement in employees' health, improvement of working conditions and supporting health and safety at work.

**Customer Focus Award:** In recognition of the idea that demonstrated the greatest positive impact to the customer or an idea which has been developed that puts the customer first.

**Continuous Improvement Award:** In recognition of the idea which raised the awareness and importance of continuous improvement to products, services or processes within the organisation.

**Value for Money Award:** In recognition of the idea that provided the optimal use of resources to achieve the intended outcomes.

**Digital & Technology Award:** In recognition of ideas that make an improvement by using a novel manufacturing, engineering, construction or technical solution, including the use of digital technology and media.

**Innovation Award:** In recognition of an idea that demonstrates the best in original thinking.

**Corporate Social Responsibility Award:** In recognition of the best idea that benefits the wider society, outside of the business.

**People & Organisation Award:** In recognition of ideas that focus on achieving cultural goals, aligning the workforce with the vision and strategy of an organisation and encouraging the use of a common language and shared behaviours.

**Judge's Special Achievement Awards:** In a new twist this year, each Judge will have the ability to present an award to an idea delivered with passion and individual commitment that really captured their imagination. So if you have just missed out on a category win, there are now four further opportunities to achieve success!

**Idea of the Year Award:** This winner will be chosen from the winners of each category and represents the idea that is the outstanding entry of the 2019 competition.

# Day 1 Agenda:

## Wednesday 13th November 2019

Our programme is designed for both idea management and innovation specialists, plus finalists of the Idea of the Year Competition, with a series of lectures and interactive sessions to stimulate your imagination. This year we have taken a few of the categories from our Idea of the Year competition and are hoping to showcase some cutting edge science, theory and practice and take a look into what may be possible in the future, whilst helping you apply some new concepts today.

Dress Code for the daytime sessions is business / smart casual.

TIME:	SESSION:	PRESENTER:
10:00	Welcome	Andy Beddows
10:05	Introduction	Tammy Holmes, Conference Host
10:15	Tomorrows World	Nicola Millard, Futurologist, BT
11:15	Coffee & Ideas Managers Surgery	
11:45	Tomorrows World Today	Nicola Millard, Futurologist, BT
12:45	Lunch	
13:45	<b>Digital &amp; Technology:</b> Nothing is as powerful as an idea whose time has come. Disrupting the digital content world	Richard Copland, The Future Shapers
14:30	<b>Digital &amp; Technology:</b> The Future of Digital Technology in the NHS	Scott Thornton, West Midlands Academic Health Science Network
15:15	Coffee & Ideas Managers Surgery	
15:45	<b>Corporate Social Responsibility:</b> Building a Better Future	Eder Guerra Muñoz and Jon Azanza Atondo Mondragon Team Academy
16:30	<b>Corporate Social Responsibility:</b> A Government Approach to Innovation	Shaheena Mohammad, Federal Competitiveness & Statistics Authority
17:00	Close	
19:00	<b>Accreditation Presentations:</b> A Celebration of Excellence in Ideas Management	
19:30	Supper (Dress code – Smart Casual)	

# Day 2 Agenda:

## Thursday 14th November 2019

TIME:	SESSION:	OVERVIEW:
09:00	<b>Continuous Improvement:</b> Striving for Excellence On & Off the Track	Stuart Olden, Williams Advanced Engineering
10:00	<b>Continuous Improvement:</b> Striving for Excellence - Lessons from Tennis	Lianne Firth, Totemic Group
10:30	Coffee & Ideas Managers Surgery	
11:00	<b>Continuous Improvement:</b> Testing the Kata Philosophy to Become a Learning Organisation	Stephan Spada and Gregorio Marin, Swiss Railways
11:45	<b>People &amp; Organisation:</b> Building a Learning Organisation	Manoj Chawal, Cocofina
13:00	Lunch	
14:00	<b>People &amp; Organisation:</b> Generation Z	Liam Morris and Emma Gilmour, DLG Reem Al Hammadi, FCSA Eder Guerra Jon Azanza Atondo
14:45	<b>Digital &amp; Technology:</b> Social Media to Improve & Promote Ideas	Chantal Cooke, Panpathic Communications
15:30	<b>Platinum Panel:</b> Secrets of Success	Chaired by Stuart Laws, MOD
16:00	Close	
<p>Our final evening truly celebrates the 'Future Today' with a Scottish themed Awards Dinner. With only a small percentage of entrants to the Idea of the Year competition becoming finalists, this year we will again recognise and celebrate the achievements of both the Runners-Up and Winners in each category. Our programme for the evening is:</p>		
18:30	Reception	
19:00	Dinner & Awards Dress Code: Black Tie (Dinner Jacket)/Smart Business	
22:15	<b>Ceilidh</b> (Scottish Country Dance)	
23:59	Close	

# Charity Raffle

## MS SOCIETY – TOGETHER WE'RE STRONGER TO STOP MS

More than 100,000 of us in the UK are living with Multiple Sclerosis (MS). It's often painful, exhausting and can cause problems with how we walk, move, see, think and feel. It's unpredictable, and different for everyone, but it doesn't have to be this way. We're driving research into more and better treatments for everyone.

From clinical trials to research into the causes of MS, we are funding more than 80 research projects in the UK to help stop MS in its tracks. Research has already increased the number of treatments available for MS from none in 1993 to more than a dozen today. We are focused on ensuring that people have access to the right treatment for them whatever kind of MS they have and whatever their symptoms.

In addition we support local services across the country to enable people affected by MS to access support groups, therapies, treatments and counselling.

We offer support to people affected by MS at every stage of their journey whether they are looking for more information on MS, managing their condition or simply want to get in touch with people in a similar situation. We are researching, writing, campaigning and fighting; running, walking, caring and talking.

Whether you have MS, or care about someone who does, our community is here for you through the highs, lows and everything in between. We understand what life's like with MS. And together we are stronger.

Our ultimate goal is to find a cure. Until then, we're working to make sure no one has to face MS alone. Everything we do is guided by people with MS. Because together, we're stronger to stop MS.



# Conference Host:

## Tammy Holmes, West Midlands AHSN



Tammy Holmes

Tammy is the Head of Innovation for the West Midlands Academic Health Science Network (WMAHSN). The WMAHSN leads, catalyses and drives co-operation, collaboration and productivity between academia, industry, health care providers, commissioners and citizens. It also accelerates the adoption of innovation to generate continuous improvement across the West Midlands health and wealth priorities.



Prior to the WMAHSN, she has worked in the National Health Service (NHS) for approximately 18 years within a range of NHS roles and organisations. She has an undergraduate degree in psychology and Masters in Applied Health Research, both of which had a heavy focus on change and adoption in the NHS.

Her roles with the Lincolnshire, Northamptonshire and Rutland Collaboration for Leadership in Applied Health Research and Care (CLAHRC) and NHS have enabled her to gain experience in the development of local innovation services. She has always had a keen interest in capacity and capability development. Tammy has developed key skills for working across the NHS, academia and the commercial sector to broker relationships, develop collaborative projects and is always keen to develop her skills and share her passion with others.



# Idea of the Year Judges

We welcome our four independent experts to take on the task of judging the Idea of the Year Competition.



Major Trevor  
Bowman

**Major Trevor Bowman (Chairman of the Judges):** "I joined the Army as a Junior Soldier and am now a Major in the Royal Electrical and Mechanical Engineers (REME). I am currently the Army Operations Manager for our engineering and maintenance contracts with commercial companies. In previous posts I have been responsible for the Apprenticeship Contract for the REME (about 2000 learners on programme at any one time) and operational delivery of engineering and maintenance support to the British Army's only Port and Maritime unit both in the UK and on operations abroad. I have an MSc in Human Resource Management, a Diploma in Management and I am an ISO 9001:2015 Lead Auditor."



Susan Straker

**Susan Straker:** "I live and was educated in North Yorkshire. I gained many years of experience in customer relations and staff training programmes in the family Plumbing and Building business, retiring as Company Secretary after 30 years. At the same time I ran (and still run) my own rental properties which led to a long involvement with the York Residential Landlords Association, recently retiring as Membership Secretary."



Simon Hill

**Simon Hill - CEO and Co-founder, Wazoku:** Simon is an innovation leader and expert; he is a co-founder of employee innovation Software Company, Wazoku and 'tech evangelist'. He is an active author, blogger and speaker on topics relating to collaborative innovation, crowdsourcing, co-creation, intrapreneurship and more. His expertise has been recognised extensively, being awarded the prestigious title of Guardian SME Leader of the Year 2014 and noted as a Top 15 influencer in crowdsourcing both in 2013 and 2014. Simon is also an Angel Investor and Advisor to several B2B and B2C early stage tech businesses.



Michael Davies

**Michael Davies:** Is the Global Head of Idea Management within HSBC Bank and has been an ideasUK Board member for the last 13 years. Mike started his working life as a chef and spent several years travelling the world working on the Queen Elizabeth II cruise liner. After an unusual twelve months working for the Royal Family at Buckingham Palace, he returned to education and re-trained in business and computer programming gaining a first in his degree. This led him to HSBC where he has been for the last 18 years working his way from the call centre to the Chief Executive's Office.



# Expert Speakers:



Dr Nicola Millard

**Dr Nicola Millard, BT Futurologist:** Nicola heads up Customer Insight and Futures in BT's Innovation Team. Despite working for a technology company, she isn't a technologist but combines psychology with futurology to try and anticipate what might be lying around the corner for both customers and organisations. She recently celebrated her 27th year in BT (obviously she was six when she joined!) and has done several jobs around the business, including research, user interface design, customer service and business consulting. She was involved with several "firsts", including the first application of Artificial Intelligence (AI) into BT's call centres, initial experiments with home working and developing new ways to measure customer experience.



She received her PhD from Lancaster University in 2005 on motivational technologies in contact centres and published her first book in 2009. She regularly pops up on radio and TV around the world, including appearances on 'Woman's Hour', 'Tech Tent', 'The Genius of Invention' and 'Back in Time for the Weekend' for the BBC. She has presented two TED talks and hundreds of panel and keynote sessions at both business and public conferences globally. In 2014, she was the recipient of the 'Outstanding Industry Contribution' award from the UK Contact Centre Forum.

When she's not doing all that, Nicola does research, writes blogs and white papers, as well as facilitating innovation workshops with an assortment of BT's large multinational corporate clients, including banks, travel companies and retailers.



Richard Copland

**Richard Copland, The Future Shapers:** Richard has a strong portfolio career and is active across all stages of the innovation ecosystem. He operates across all sectors and is currently bringing to life a digital bank. He is the former Innovation and emerging technology director for CGI UK and operates at the CxO level advising, leading and commercialising multi-million dollar technology service business new ventures.

Richard has worked in academia in Australia and the UK, designed financial reporting service centres for banks as well as working in the consumer electronics and gaming industries with Sony and Nintendo. He is an Entrepreneur, Investor, Strategist, Thinker, Writer and Commentator and when not travelling and time permitting, he's a keen triathlete, kite surfer, snowboarder and mountain biker.



## PARTNERS





Scott Thornton



**Scott Thornton, West Midlands Academic Health Science Network (WMAHSN):**

Scott, is a Digital Health Ambassador for WMAHSN, providing expert advice to the NHS and Industry to support the adoption and spread of innovation across the region. He leads on the West Midlands Chapter for the internationally recognised Health 2.0 Network, which is the leading market intelligence agency on emerging technology. Its primary aim is to promote, showcase and catalyse the application of new technologies in healthcare.

Scott was a key partner in the first wave of NHS England’s Innovation Test Beds which pioneered the use of AI to predict mental health crisis events to enable services to be proactive and preventative in their approach to care. He is now actively involved in the second wave of NHS Test Beds one of which aims to evidence the use of digital innovation to enable patients with chronic heart failure to live healthy independent lives.

In addition to the day job, Scott holds a Public Appointment with the Veterans Advisory and Pensions Committee and has been instrumental in raising awareness and supporting initiatives for the Armed Forces Community across the West Midlands. He is also a mentor and advisor to a number of start-up social enterprises through the WMAHSN sponsored incubator programme.



Jon Azanza Atondo



**Jon Azanza Atondo, Mondragon Team Academy (Spain):**

Jon is currently studying for a degree in LEINN International, which involves developing his own Start-Up in multiple countries including China, the Basque Country (Spain) and the United States. He was born in Navarre and since a child had wanted to create his own business, to have a positive impact on society.

A year ago, together with his team, Jon created a Start-Up called FUN, in which they operate as a communication agency, supporting the branding of other companies. In addition they are innovating with small businesses in Bilbao linked with the City Hall or getting to know the Korean culture in the Basque Country.



Eder Guerra Muñoz



**Eder Guerra Muñoz, Mondragon Team Academy (Spain):**

Eder is an entrepreneur born in the Basque Country (Spain) 1994. He studied in a bi-lingual school during his childhood which helped to shape his global perspective, always seeking new adventures and opportunities around the world.

Alongside Jon, he is currently developing himself through a degree in leadership and entrepreneurship at the University of Mondragon where as a result he is co-managing his own company. Easy going and sociable, he loves talking to people who inspire him and is also passionate about sharing his knowledge. Eder was born near the coast, which gives him a love of the sea and fresh air and also the enjoyment of looking at beautiful landscapes with mountains, rivers and trees.



Shaheena  
Mohammad



**Shaheena Mohammad, Federal Competitiveness & Statistics Authority:** Shaheena is an Advisor in the Innovation Section with the Federal Competitiveness and Statistics Authority, in the United Arab Emirates (UAE). Shaheena’s innovation interests lie at the juncture of national policy, institutions, economic development, science and technology. She is a passionate advocate for cultures and systems that foster creativity and cultivate innovation in a variety of contexts. Her previous experience includes policy advisory positions the Emirates Competitiveness Council in the Prime Minister’s Office (UAE), the World Bank/International Finance Corporation (MENA Region) and the United Nations Development Programme (New York).

Shaheena’s innovation training includes Innovation for Economic Development (IFED), Harvard Kennedy School, Creativity and Innovation Essentials, Manchester Business School, and Design Thinking (Nesta UK/Mohammad bin Rashid Centre for Government Innovation, UAE, and Design Thinking, Dubai Institute for Design and Innovations/FCSA). Shaheena holds a Master’s degree in International Affairs from Columbia University, NY. She is a Canadian National although now lives and works in Dubai, where innovation is a part of the city’s DNA.



Stuart Olden

**Stuart Olden – Senior Commercial Manager, Williams Advanced Engineering:** Stu leads the development of the Aerospace, Defence and Emerging Markets areas of the business. He has a wealth of technical, commercial and life experience, having served 26 years as a British Army engineer plus the last decade in industry as an engineering consultant and business developer in service and product delivery organisations. Stu has worked on a wide range of technology programmes across the value chain. As a Chartered Engineer, a Project Management professional and a Fellow of the Institute of Leadership and Management he is interested in the importance of optimising the mix of people, culture and technology to maximise operational performance and capability delivery.



Lianne Firth MBE

**Lianne Firth MBE - Totemic Group:** In 1993, Lianne co-founded and is a Company Director of the Totemic Group - a Financial Services Company, majoring in personal debt solutions and management. In addition to strategic development she leads the group support functions for its 800 staff and specialises in employee engagement. By introducing innovative ways to foster belonging and raise performance Totemic achieved a top 10 position in the ‘Sunday Times Top 100 Best Companies’ listings.

She is the Chairman of Grantham Tennis Club (GTC) and led its £3.5m re-development. Five years on, the club’s members include international wheelchair players and Special Olympians. GTC was awarded Club of the Year for Disability by the Lawn Tennis Association and is used by them as a training venue for the UK’s most qualified coaches.



Lianne is involved in the community and loves playing tennis herself. She has recently represented England and Great Britain in International Seniors Tennis Competitions and in 2018, her World Rankings reached a high of 33rd for singles and 8th in doubles. She is Team Manager of the Lincolnshire Ladies County Team and a Trustee of two charities. The development of the tennis club, together with her contribution to the community and charities, led to Lianne being awarded an MBE in 2016.



Stephan Spada

↔ SBB CFF FFS

**Stephan Spada, Kaizen Manager, Swiss Federal Railways (SBB):** Stephan joined SBB in 2002 and since then has gone on to work in different departments including informatics, training and sales.

In mid-2008 SBB started a Kaizen programme where he developed the first version of the idea management tool for around 2000 employees within the organisation. In early 2011 Stephan became Co-Kaizen Manager; responsible for supporting employees to improve their work in the department of Distribution and Services of the SBB.

At present, he is responsible for the introduction of Kaizen Office for the SBB division of infrastructure comprising about 10000 employees. Gregorio and Stephan have initiated the testing of Kata (Kaizen learning routines) within the SBB infrastructure.



Gregorio Marin

↔ SBB CFF FFS

**Gregorio Marin, Asset Manager and Kaizen Coach at the National Swiss Railway Company (SBB):** After graduating in Industrial Engineering from the RWTH University of Aachen (Germany) and the Technical University of Madrid (Spain), he cooperated with several companies in Germany on production optimisation projects with partners such as Porsche and Daimler. After that, he moved to Switzerland where he directed new installation projects for Ferag, a leading material handling Automation Company.

In his position with SBB, the Lean Philosophy became part of his daily activities. As an Asset Manager in signaling devices installation, he has been responsible for managing industrialisation projects such as creating a JIT (Just In Time) system for switches or the migration strategy to LED signaling. As part of his MBA in Supply Chain Management at the renowned ETH University of Zürich, Gregorio has analysed the success factors of OpEx programmes and tested an approach to organisational learning based on the Kata work of Mike Rother as a vehicle to anchor the Kaizen principles in the organisational culture of the Infrastructure division.



Manoj Chawal



**Manoj Chawal, Easypeasy Ltd:** Manoj has a passion for Invention, Innovation and Change. Since a young age he has loved to make new things and have new ideas. He has also learnt that it's not enough to have an idea, you also have to know how to gain buy-in and successfully implement it through your teams and organisations.

He has a track record as an innovator and change agent within companies including ICI, Diageo, Price Waterhouse, BT and Accenture in roles such as Chief Information Architect, and Vice President/General Manager for roles such as Service Development, Service Evolution, New Business Models - Strategy, Business Transformation, Foresight and Innovation.

He has built partnerships to create new joint-ventures such as Quip and Airwave as well as working on numerous start-ups and now is Managing Director of his own company Easypeasy where he now shares his expertise to help others do the same.



Liam Morris



**Liam Morris, Direct Line Group (DLG):** Liam has been working at DLG for two and a half years. He entered the business as one of the first apprentices to be taken on in 2016, this was in the Home Claims Department working towards CII qualifications under a modern apprenticeship scheme. Over the two year period he has learned much about the industry and the various services provided within insurance. He began his career working within the Response Department taking new claim calls and setting up claims on the in house systems. He has since moved into the Existing Claims Department and has ambition to move into technical field roles within the business.

Liam describes himself as “an ambitious individual who is eager to learn and work in challenging environments to continue developing himself throughout his career”. Outside of work he enjoys spending time socialising with friends, going on holidays abroad with family and going to the gym as often as possible.



Emma Gilmour



**Emma Gilmour, Direct Line Group (DLG):** Emma graduated from Glasgow Caledonian University in 2016 with an honours degree in Business and Events Management and shortly after moved to London to join Direct Line Group’s Graduate Programme. Over the last three years she has completed several different and interesting rotations around the business including Business Change, Product Management and Recruitment.

Emma says, “Outside of work, I enjoy defying my physio’s recommendations and running Marathons, recently completing the London Marathon; being a DJ (catering predominantly to disco and Abba enthusiasts) and spending time with friends.”



Reem Al Hammadi



**Reem Al Hammadi, Federal Competitiveness and Statistics Authority (FCSA):** Reem is a young Emirati who is a Project Executive in the Sustainable Development Goals Section of the FCSA and is an enthusiastic participant of the Innovation team. She is an active member of the FCSA Youth Council, geared towards getting youth input into policymaking.

Reem graduated with a BA in International Affairs from Zayed University, Dubai and prior to her work with FCSA, was an intern at the UAE Prime Minister’s Office at the Mohammad bin Rashid Center for Government Innovation. She brings valuable insights and perspective as an Emirati youth, to the discussion around innovation. Reem has a passion for learning and exploring new areas, is an advocate for SDGs and loves to develop innovative practices within the organisation.



Chantal Cooke



**Chantal Cooke, Panpathic Communications:** Chantal is an award-winning journalist and broadcaster having worked for the BBC and commercial radio and has written for some of the UK’s biggest magazines and newspapers. In 2002 she co-founded Passion for the Planet, the UK’s first ethical radio station – which she ran for 10 years.

She is also a successful entrepreneur. Chantal now heads up boutique PR agency Panpathic Communications and is part of the Virgin-StartUp training team, regularly presenting on their Crowdboost Crowdfunding programme.

Chantal is passionate about the planet, wildlife and green living and was awarded London Leader in Sustainability status by the Mayor. She travels the world seeking innovative ideas that help to make the world a greener, healthier, kinder place to live and can regularly be heard on the radio and continues to write for several magazines.

# Booking Information and Accommodation

Delegate Single Day:	£1095.00 +VAT		
Delegate Both Days:	£1750.00 +VAT	Members	£1420.00 +VAT
Finalist Both Days:	£1420.00 +VAT	Member Finalists	£1095.00 +VAT

Additional accommodation on Tuesday 12th November will be charged at £155.00+VAT (bed & breakfast).

Please refer to website for further pricing information: [www.ideasuk.com](http://www.ideasuk.com)

**NB: VAT will be charged on all delegate fees at the standard rate of 20%**

## BOOKING:

Rooms will be allocated on a first come first served basis.

All Conference Delegate fees must be pre-paid, with payment required by 31st October 2019 to confirm your booking.

## WHAT'S INCLUDED:

All conference facilities, full board accommodation on Wednesday 13th and Thursday 14th November (meals and refreshments as indicated in the conference programme, plus breakfast on Friday 15th November).

## WHAT'S NOT INCLUDED:

Items charged to your rooms e.g. printing, photocopying, newspapers, telephone, room service, bar bills, laundry etc. must be settled by you before departure.

## CANCELLATIONS/CHANGES:

ideasUK must be informed of any changes or cancellations by email to [info@ideasuk.com](mailto:info@ideasuk.com)

No refunds will be given for any cancellations notified after 8th September 2019.

Substitution of delegates is accepted but must be notified to ideasUK.



## Introducing Wazoku Idea Management





## ACCOMMODATION:

- Accommodation has been reserved at the Dalmahoy Hotel & Country Club.
- All rooms in the hotel have ensuite facilities, tea/coffee making facilities, radio and TV.
- Delegate rates are based on single occupancy of rooms. Other arrangements including special partner rates can be made on request. Contact us with your requirements ([info@ideasuk.com](mailto:info@ideasuk.com)).
- All bookings are on a first come first served basis. Once our allocation is full, delegates will be advised of overflow hotels – early booking is essential to be in the venue hotel.
- We will confirm your hotel on receipt of your booking.



## HOTEL ADDRESS:

The Dalmahoy Hotel & Country Club  
Kirknewton  
Edinburgh  
EH27 8EB

Please use the hotel website for directions if driving:  
<https://www.dalmahoyhotelandcountryclub.co.uk/find-us/>

Parking at the hotel is complimentary

Nearest railway station: Edinburgh Park Station (approx. 4 miles)

The closest Airport is Edinburgh International Airport (EDI). The estimated taxi fare is £15 GBP (one way).

## FURTHER INFORMATION:

If you wish to discuss any aspect of this event:

Phone: 0844 330 4905 (Calls cost 6p per minute plus your phone companies access charge)

Email: [info@ideasUK.com](mailto:info@ideasUK.com)

Further information is also available on our website [www.ideasUK.com](http://www.ideasUK.com)

## FOLLOW US:

To keep up with all the news of our Conference, please visit our [www.ideasUK.com](http://www.ideasUK.com) or follow us on Twitter @ideasworldwide. We will also be using the hashtag #iuk19 and encourage all delegates to tweet live updates.

## PHOTOGRAPHS:

ideasUK have ensured that there will be a photographer in attendance, who will be capturing the full event (including the Awards Ceremony) but we must stress that any photos taken by us will not be made available until shortly after Conference has ended. We understand that whether it is for your internal newsletter, local or national press, that photos will always help you gain attention and therefore we would ask you to be prepared and bring your own camera if you require photos of the event immediately.

## FURTHER INFORMATION:

If you wish to discuss any aspect of this event please contact:

**Phone: 0844 330 4905**  
**Email: [info@ideasUK.com](mailto:info@ideasUK.com)**

Further information is also available on our website [www.ideasUK.com](http://www.ideasUK.com)

## SPONSORS:

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