

MAD World Leaders' Summit – Full Agenda

Thursday 9 October 2025 | Refreshing Work, Reimagining Engagement, Reinforcing Health & Wellbeing

PLENARY SESSIONS – ALL ATTENDEES

08:00
08:00

By Invitation Only Breakfast Briefing: The Engagement-Empathy-Accountability Equation for CPOs

Relating the needs of people with the demands of the business is one of the toughest calls a Chief People Officer makes. This breakfast briefing will provide an opportunity to share ideas in a closed-door setting, with like-minded peers from across sectors around:

- How can CPOs strike the right balance between empathy and accountability – supporting employee health and wellbeing while still delivering on business outcomes?
- Approaches to prioritising health and wellbeing as a business imperative, not a trade-off
- Joining the dots between engagement, wellbeing and performance

CHAIR
Helen Matthews
Former Chief People Officer, EMEA
Weber Shandwick

09:15
09:15

Welcome and Introduction

SPEAKERS
Simon Berger Co-Founder, MAD World
Claire Farrow Global Head of Content, Make A Difference Media

09:20
09:20

Warm-up

SPEAKERS
Adam Davies Director of Learning Experiences, Unifrank
Owen Waters Chief Kickstarter, Unifrank

09:30
09:30

From Silo to Strategy: Embedding Workplace Culture, Employee Health and Wellbeing into the Fabric of Business Strategy to Deliver Real Results

The progress on employee health and wellbeing demands more than isolated initiatives—it requires structural alignment across the organisation. In this powerful keynote panel, senior leaders from HR, Finance, IT and Clinical leadership share how cross-functional collaboration is transforming wellbeing from a siloed concern into a strategic business driver that's integrated into broader sustainability strategies—impacting culture, engagement, performance, and business continuity, and keeping it firmly on the Board's agenda. This is your opportunity to grill the C-Suite and get concrete tips you can take back and apply immediately in your own organisation. Dame Carol will be getting each of the panel members to reveal:

- What's needed to deliver the integrated, holistic approach to workplace culture, employee health and wellbeing that will make a real impact and keep it top of the boardroom agenda?
- Tried and tested approaches to achieving the cross-functional collaboration that can hamper progress
- What happens when you take a risk-based approach to employee health and wellbeing and focus on ROI rather than ROI?

SPEAKERS
Dr Lia Ali Digital Health Innovation Strategist
Dr Richard Peters Chief Medical Officer, Jaguar Land Rover
Karla Smith CEO, Ogilvy
Paula Stannett Chief People Officer, Royal Mail

CHAIR
Dame Carol Black OBE
Independent Adviser & Chair, Centre for Ageing Better

10:15
10:15

Keynote: Healthy High Performance in an Age of Uncertainty

What does it really take to thrive—not just survive—amid global uncertainty? Framing the big picture "why," this keynote explores how aligning health & wellbeing, engagement and performance results in positive consequences for sustainable business success. With a focus on taking a data-driven, evidence-based, inclusive and measurable approach, this session sets the tone for a day of actionable insight.

SPEAKER
Dr Monika Misra
Global Head of Associate Health and Wellbeing, Mars Inc. and Co-author, "Healthy High Performance: Unlocking Business Success Through Employee Wellbeing"

10:40
10:40

Coffee break

Coffee break, networking & visit the exhibition

TRACK 1 - PREVENTION & INTERVENTION

11:10

Chair's Intro – Prevention & Intervention

CHAIR
Martin Jarvis
Chief Operating Officer, Thrive Mental Wellbeing

ends 11:15

11:15

Panel: Unpacking Psychological Risk: What's Driving It – and How Employers Must Adapt

Psychological risk is fast becoming one of the most significant challenges facing employers today. With rising levels of stress, burnout, and work-related mental ill health, there is growing pressure—from regulators, standards like ISO 45033, and employees themselves—for organisations to act. But finding the right way forwards can be challenging. Join this session to hear how leaders are navigating this complexity. We'll explore:

- The perceived vs. actual challenge of psychological risk and how it's shaped by the working environment
- ISO 45033 and regulations – cutting through the myths
- Strategies used to embed psychological risk in organisations through shared responsibility
- Linking psychological risk to outcomes - from burnout prevention to performance

PANELISTS
James Dybell International Occupational Health and Safety Manager, Siemens AG
Hayley Farrell Global Health, Safety, Wellbeing Director, Arcadis

CHAIR
Charlie Newton Head of Global Occupational Health, Google

ends 11:55

12:00

Updating Your Health & Wellbeing Offer for a New Era

With budgets under pressure and employee needs evolving fast, employers are taking a more strategic, personalised and preventative approach to health and wellbeing. Join this session for practical insights on how to:

- Use data and gap analysis to assess what's working, what's missing and what needs to evolve
- Update resources without employees feeling that support is being withdrawn
- Hold suppliers to account and ensure offers stay relevant, flexible and aligned to business needs

SPEAKERS
Dr Richard Caddis Chief Medical Officer, Role-Royce
Chris Role Partners, Head of Client Development, Lockton Companies LLP

ends 12:30

12:00

Making Hybrid Work

Challenges related to hybrid working are high on the agenda for leaders looking to ensure it's an enabler—rather than a hinderer—connection, wellbeing and performance. Join this session for the inside track on how to:

- Use flexible working as a lever for productivity, autonomy and wellbeing
- Prevent a "them and us" divide between remote, office-based and multi-generational teams
- Balance organisational, team and individual responsibility - and avoid rigid ROI mandates

SPEAKERS
Rebekah Heaven Global Head of Future of Work & Advocacy Strategy, Standard Chartered Bank
Tom Kegode Future of Work & Culture Strategist, Lloyds Banking Group & SparkShift

ends 12:30

12:00

Equity, Resilience and Financial Wellbeing: What Employers Can Do When Pay Can't Stretch Further

With the cost of living still putting pressure on employees, leaders are looking beyond pay to support financial resilience, fairness and wellbeing. This session explores practical actions employers can take to make a meaningful difference:

- Support financial wellbeing without increasing pay
- Build trust and equity through transparent and inclusive policies
- Roots resilience with benefits, education and targeted support

SPEAKERS
Jamie Broadley Group Head of Health and Wellbeing, Serco
Karen Sancto EMEA Benefits Consultant and Board Member of Families, Microsoft

CHAIR
Jane Vivier Reward Specialist

ends 12:30

12:00

Panel 2: Insight – Different Approaches to Measurement

How do you become data-driven? Deciding which metrics to use is essential. In this session, a panel of legal sector leaders explores practical ways to collect and interpret the insights needed to build actionable, evidence-based health & wellbeing strategies that align with business objectives including:

- Making best use of engagement surveys – ensuring you are asking the right questions
- Turning raw data into a compelling story that drives action
- Workload metrics – how these can be used to inform mental health and wellbeing strategies
- Performance beyond billing – metrics that focus more on outcomes than inputs, including assessment of managers.

PANELISTS
Sally Huston Partner, Employment, Lewis Silkin
Claire Knowles Healthcare Lead, Lockton
Rachel Pears Associate Director, Responsible Business & Employment Council, RPC

CHAIR
Richard Martin CEO, Mindful Business Charter

ends 12:45

12:35

Reaching Everyone: Communication and Health & Wellbeing Strategies for Blue Collar, Shift-Based and Remote Field Teams

Effective workplace health and wellbeing programmes ensure all employees—regardless of role, location or access to technology—feel informed, supported and engaged. This strategic panel explores:

- Using workforce and public-health data and feedback to identify specific risks and needs
- Actionable strategies to address risks and engage deskless, field-based and manual workers – including older employees, night staff and blue-collar teams
- What's next: exploring the potential of AI, apps and other digital tools

SPEAKERS
Susan Gee Group Occupational Health & Wellbeing Manager, Yorkshire Water
Matt Grisendale Senior People Champion, E.ON UK

CHAIR
Dr Laura David General Practitioner and Founder, Smart About Health

ends 13:05

12:35

Designing Good Work: Where Engagement, Performance Management and Skills Strategy Meet Health and Wellbeing

Good work doesn't just support wellbeing – it can actively prevent health issues from arising. In this session we'll explore:

- The concept of good work and good work design
- An intervention aligning performance management, job design and skills development to boost engagement, organisational adaptability and underpin wellbeing
- How Rightmove are utilising AI to support and develop managers in implementing 'healthy high performance', including having difficult conversations
- Measuring the impact and outcomes of workplace interventions

PANELISTS
Mark Abraham Group Head of Organisational Development, Rightmove
Dr Rachel Lewis Managing Partner, Affinity Health at Work and Reader in Occupational Psychology, Birkbeck

ends 13:05

12:35

Prevention Pays: From Cost Containment to Risk Reduction

With NI, employee benefit costs, and demand for wellbeing support all on the rise, a focus on prevention is making a significant difference to employees. In this session, discover how:

- Investing in preventative employee benefits strategies that go beyond short-term savings can reduce long-term health risks and support a healthier, more resilient workforce.
- The significant cost reduction being realised by employers who combine employee benefit and wellbeing strategies.
- Using AI and personalised content drives proactive wellbeing behaviours, increases employee benefit uptake, and ultimately reduces employee costs.

PANELIST
Gethin Nadin Award-winning Psychologist, Bestselling Author and Chief Innovation Officer, Benifex

ends 13:05

12:45

Panel 3: Impact – The Business Case for Health & Wellbeing

How do you become data-driven? Deciding which metrics to use is essential. In this session, a panel of legal sector leaders explores practical ways to collect and interpret the insights needed to build actionable, evidence-based health & wellbeing strategies that align with business objectives including:

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- Workload metrics – how these can be used to inform mental health and wellbeing strategies
- Performance beyond billing – metrics that focus more on outcomes than inputs, including assessment of managers.

PANELISTS
Charles Alberts Global Head of Wellbeing and People Experience, Clifford Chance
Rachel Czernobay Head of Health & Wellbeing, CMS Cameron McKenna Nabarro Olswang LLP
Oliver Muir Director of Talent and DEI, Pinstret

CHAIR
Richard Martin CEO, Mindful Business Charter

ends 13:25

13:05

Lunch

Lunch, networking & visit the exhibition

ends 14:05

13:25

Lunch

Lunch, networking & visit the exhibition

ends 14:25

14:05

Panel: Embedding Neuroinclusion at Scale

Support of neurodivergent colleagues is rising on the agenda for many employers – but going into a truly neuroinclusive workplace takes more than good intentions. This session explores practical, scalable strategies to embed neuroinclusion as part of a preventative and inclusive approach to workplace wellbeing, including:

- The benefits and limitations of function-focused support versus diagnosis-based approaches
- Practical ways to upskill managers in neuroinclusive leadership – and how to measure impact
- The essential role of ERGs and employee passports to normalise conversations and enable adjustments
- Real-world examples of how neuroinclusive practices are boosting engagement, performance, and wellbeing

PANELISTS
Tracey Lenthall HR Director, Reward, Performance, Benefits and Health and Wellbeing, PVC
Dr Shirvi Pattani OBE National Clinical Expert, Occupational Health and Wellbeing Service London North West University Healthcare, NHS
Ruhel Ahmed Senior Strategy & Policy Adviser, Acas

ends 14:50

14:05

Panel: Navigating AI Disruption: Protecting Employee Health and Culture in a Tech-Driven Future

Effective workplace health and wellbeing programmes ensure all employees—regardless of role, location or access to technology—feel informed, supported and engaged. This strategic panel explores:

- Using workforce and public-health data and feedback to identify specific risks and needs
- Actionable strategies to address risks and engage deskless, field-based and manual workers – including older employees, night staff and blue-collar teams
- What's next: exploring the potential of AI, apps and other digital tools

PANELISTS
Robina McCann Vice President Health, Anglo American
Dr Ashwin Mehta Founder and CEO, Metatadology
Tolulope Oke CEO & Founder, The Inclusive Experience Group (Former Global Head of Inclusion & Diversity, Diageo)

CHAIR
Petra Veltzboer Author, Digital Wellbeing

ends 14:50

14:05

Panel: Reimagining EAPs: The Future of EAPs in Today's Workplace

In this session, our panel of EAPs must evolve to remain relevant, effective, and accessible in today's fast-changing workplace. It's a chance to cut through the noise, challenge assumptions, and get honest answers to your burning questions. Expect a candid discussion that puts both performance and potential under the spotlight, including:

- What's causing the problem? Why are EAPs now under such intense scrutiny?
- Moving beyond reactive models to proactive, preventative, and integrated approaches
- How to track EAP effectiveness beyond usage stats – what does "good" look like now?

SPEAKERS
David Elliott Head, Pebble Wellbeing
Nicola Jagielski Clinical Director, PAM Wellness
Juliana Kawenga Head of EAP - UK, HealthHero
Cliff Lee Director of Wellbeing Services, Retail Trust

CHAIR
Karl Bennett Chair, EAPA UK

ends 14:50

14:55

Chair's Intro to Deep-dive Roundtables 1 – 11/ 12-15

These roundtable discussions will take place in Broadgate 2.

CHAIR
Angela Steel Founder and CEO, SuperWellness
Richard Martin CEO, Mindful Business Charter

ends 14:58

14:55

Masterclass: Rethinking Reward for the Modern Workforce

Pay is often the elephant in the conference room – yet in the UK and Europe, employees are under increasing pressure to get it right. From pay transparency and equity requirements to ethnicity and disability reporting, fair and future-ready reward strategies are no longer optional. This masterclass tackles the pay conversation head-on, moving beyond outdated job evaluation systems and rigid, task-based job descriptions to explore innovative, impact-driven approaches. You'll discover how to design jobs and teams that support wellbeing at the root cause, not just the symptoms – and why integrating reward, job design, and wellbeing into one coherent strategy is essential for trust, engagement, and productivity.

SPEAKER
Ellie Vaughan Global Head of Reward, Herbert Smith Freehills Kramer

CHAIR
Jane Vivier Reward Specialist

ends 15:55

14:58

Deep-dive roundtables

- 1. Jaded and Underserved? Rethinking Retention for Over-50 Employees**
Facilitator: Nimisha Overton, EMEA Diversity, Equity & Inclusion Lead, Canon
- 2. Turning Policy into Practice: Supporting Carers and Parents at Work**
Facilitator: Jackie Buttery, Head of Benefits and Reward, Human Resources, Travers Smith LLP
- 3. Benefits That Work for Everyone: Inclusive Benefits in Action**
Facilitators: Samantha Francis, Head of Benefits - EMEA & APAC, Haleon & Karen Sancto, EMEA Benefits Consultant, Microsoft
- 4. Menstruation to Menopause: Are Workplaces Really Supporting Women's Health?**
Facilitator: Chloe Kirkbride, Head of Occupational Health, Safety Policy & Performance, Sainsbury's
- 5. Looking After your Wellbeing Champions**
Facilitator: Sanchia Brown, Culture, Values and Wellbeing Specialist, People Function, Greater London Authority
- 6. Men's Health Matters: Are Employers Missing the Warning Signs?**
Facilitator: Lauren Lunness, Health and Wellbeing Manager, BNP Paribas
- 7. Beyond Awareness: Rethinking Mental Health Support at Work**
Facilitator: Martin Jarvis, Chief Operating Officer, Thrive Mental Wellbeing
- 8. Taming Tech: Practical Steps to Digital Wellbeing**
Facilitator: Matt Wilson, UK Wellbeing Lead, Computacenter
- 9. Cancer and Carers: Support that Makes a Difference**
Facilitator: Sharon Moffatt, Cancer Awareness Trainer
- 10. From Absence to Action: Effective Return-to-Work Strategies**
Facilitator: Dan Fulker, Employee Wellbeing Manager, Nuffield Health
- 11. Boardroom Buy-In: Keeping the C-Suite Invested in Health & Wellbeing**
Facilitator: Robina McCann, Vice President Health, Anglo American
- 12. Your Career in Workplace Culture, Employee Health and Wellbeing: From Passion to Consistent and Credible Profession**
Facilitator: Dr Rachel Lewis, Managing Partner, Affinity Health at Work and Reader in Occupational Psychology, Birkbeck
- 13. Financial Wellbeing, Mental Health and Suicide Prevention: An Inclusive Approach for Employers**
Facilitators: Nuz Chagan, Communication & Engagement Manager, PFAS (Personal Functional Assessment Services) and Simon Blake OBE, CEO, Stonewall
- 14. From Provisions to Culture: Driving Remote Workforce Engagement**
Facilitator: Matt Grisendale, Senior People Champion, E.ON UK

Full details on the deep-dive roundtables can be found [here](#)

14:58

Case Study 1 – DEI&I in the New World Order

In a world of shifting employee expectations and global uncertainty, fresh thinking is essential—not only to meet internal needs but also to influence wider societal impact. Join this session to discover:

- How evolving geopolitics and shifting cultural norms are reshaping DEI—and what organisations can do to stay ahead
- The updated business case for DEI: balancing inclusion with productivity while embedding cultural diversity across the workforce
- Ways to design (and measure the impact of) wellbeing initiatives that reflect intersectional realities in today's fast-paced, diverse work environment

SPEAKERS
Dan Robertson Global Managing Director, FARER Consulting
Amitsha Taylor Head of Equality, Diversity & Inclusion, Orlcom and former BBC Head of Diversity, Inclusion & Belonging

CHAIR
Jo Moffatt Advisory Board Member, Engage for Success

ends 15:25

14:58

Case Study 2 – Leading Lasting Change: Transforming Leadership Culture at the Met Police

How do you create and sustain meaningful cultural change in a high-pressure environment that faces complex challenges every day? This inspiring case study, facing the Metropolitan Police. In this inspiring case study, you'll hear:

- How the Met developed London's most ambitious programme of annual leadership development – recognising that leaders are the golden thread to sustaining reform
- How a peer-led, leadership-focused approach was key to engaging all levels of the organisation
- Why this approach is starting the shift towards a culture where leaders have a shared understanding of performance and know how to take care of themselves, support their teams, and model the behaviours needed for long-term change.

SPEAKER
Marc Molloy Head of Leadership, Metropolitan Police Service

ends 15:55

16:00
16:00

Closing Keynote: Five Generations at Work – How We Win Together, For Good

We're living through an inflection point – the most generational diversity workforce in history. This brings both tensions and extraordinary opportunities for organisations ready to harness the diversity of mindsets, skills, and experiences across age groups. In this inspiring closing keynote, Patrick Dunne OBE and Rebecca Robins – co-authors of *Five Generations at Work: How We Win Together, For Good* – will share insights from their groundbreaking research on how multigenerational collaboration can fuel innovation, strengthen culture, and drive sustainable success. Join us for this fireside chat exploring:

- Why embracing generational diversity is a strategic advantage for organisations
- How to overcome stereotypes, avoid over-classification, and build a culture of mutual respect and inclusion
- Drawing on concrete case studies, practical steps leaders can take now to unlock the collective strengths of five generations at work and the impact this will have over the next three or four years

This session will leave you with actionable ideas for building stronger, more connected workplaces where every generation can thrive - together, for good.

SPEAKERS
Patrick Dunne OBE Co-author "Five Generations at Work"
Maria James Culture Transformation & People Experience Strategist
Rebecca Robins CEO, Advisor and Co-author, "Five Generations at Work"