

BHTA Retailers Day 2025

4th February 2024

Village Hotel, Solihull

PROGRAMME

- 09.15 - 09.55** **Registration and arrival refreshments**
- 09.55 - 10.00** **Welcome**
Mark Baumann, Chair of Independent Living and Mobility
- 10.00 - 10.30** **Mediation and conflict resolution in the workplace**
Fran Trousseau, P3 People Management
- 10.30 - 11.00** **Myths and misunderstandings about different types of batteries for mobility products**
TBC – MK Battery
- 11.00 - 11.15** **Comfort Break**
- 11.15 - 11.45** **UK retail innovation: harnessing technology to improve customer experience**
- 11.45 - 12.15** **BHTA Code of Practice – Spotlight on Compliance Checks**
Bill Lee and Nigel Woods, BHTA
- 12.15 - 12.30** **BHTA Consumer Campaign Update**
Samantha Lewis, Head of Communications, BHTA
- 12.30 - 13.30** **Lunch and member exhibition**
- 13.30 - 14.15** **The accessibility challenge – how do users rate member stores?**
TBC
- 14.15 - 14.45** **Practical demonstration of trusted assessor training**
Janet Seward and Clare Barber, TACT
- 15.00 - 15.25** **Towards Healthy Living: The economic contributions of the UK's independent living retail sector**
David Stockdale, BHTA and Jack Sanderson, CBI
- 15.25 - 15.30** **Feedback and close of meeting**
Mark Baumann, Chair of Independent Living and Mobility