

AGENDA DAY ONE

TUESDAY
24 SEPTEMBER 2019

19:00

SEPTEMBER 23 MONDAY NIGHT – Welcome Drinks Reception

Get a head start on the networking! Join us for an early ice-breaker drinks reception so you can get to know some of the speakers and meet your fellow delegates before the main event.

FUTURE OF RESOURCING AND STAFFING SERVICES PROCUREMENT

08:00

Registration and Welcome Coffee

08:35

Opening Remarks

Tom Webber, *Programme Director*, **WBR**

08:40

Charity Competition

08:45

CHAIRPERSON'S REMARKS – How New Ways of Working will Impact Future Procurement of HR Services?

08:50

JOINT CASE STUDY - New Total Workforce Management Models: How to Find the Best Model for your Business' Next Workforce



Ed Gunzelin,
*Manager Global Sourcing and
Operations*,
Shell



Sander Haken,
Global Head of HR Procurement,
Shell

Before you decide on a total workforce strategy find out how Shell developed its successful global approach from two of the business' most senior workforce decision makers so you can benefit from their lessons learned.

- Why Shell is investing in a total workforce management solution for its global resourcing needs
- How to select the right organizational model for your business from those on offer
- How to find the right industry partners to help you deliver the best model for total workforce management
- Lessons learned on the journey towards a total workforce approach you can benefit from

Ed Gunzelin specialises in Talent Acquisition and currently works as Global Operations Manager for Shell's Talent Acquisition activities. His role includes leading global TA programs within Shell, implementing new technologies and assessment methodologies for Graduate and experienced hiring across 24 countries.

Sander Haken, Global Category Manager

09:20

JOINT CASE STUDY - Total Talent Management – How to Win the War for Flexible Talent?



Myles Gilbertson,
Global Procurement Manager,
Business Services,
Unilever



Cris Buningh,
*Global Head of Flex Talent
Programme*,
Unilever

– HR Services, is responsible for 3rd party procurement for the Royal Dutch Shell group of companies, with a focus on Talent, Learning and Remuneration and Benefits contracts that span the group. Sander has 14 years procurement experience in Shell with a current focus on HR services but also has experience build up in the Real Estate space in new build, refurbishment and fit-out for the EMEA region.

Unilever has so-far rolled out an MSP/VMS program to 16 countries globally and is now piloting use of MSP/VMS approach for recruitment of SOW workers and for increasing numbers of freelancer & digital workers. But

with so many global employers moving in similar directions demand for contingent workers has never been so great. Find out how you can compete in the new war for flexible talent.

- What are the drivers in the new war for flexible talent?
- How to develop and implement an effective operational model that can help you with sourcing freelancers, contingent workers, crowdsourcing, talent pools, SoW and internal staffing
- How can you use software and AI to help you take recruitment to the next level?
- How to streamline your vendor selection processes to ensure you are working with the right solution providers and can continuously compete for flexible talent

Myles has worked for Unilever for over 20 years purchasing materials then services on a local, regional & now global basis. Previously he worked for Northern Foods then Danone.

Cris currently helps Unilever roll-out its Contingent Workforce programme and extend coverage towards all non-employee resources. Previously he worked as an independent consultant specialising in contingent workforce management for some of Europe's biggest employees and as the global head of corporate services procurement for Shell.

FUTURE OF RESOURCING AND STAFFING SERVICES PROCUREMENT

09:50

GUEST CASE STUDY – Lessons Learned Building a Global Temp Program that Delivers a Truly Agile Workforce



Sashank Bajaj,
Global Head of Contingent Workers (Temp) Program,
Google/Alphabet

Discover how the tech giant Alphabet/Google manages one of the fastest growing temp workforces in the world so you can apply proven strategies across your own global temp programmes and drive greater operational efficiency.

- How the global temp program for Google supports the business' overall strategy
- How the specific global needs and requirements of Google for temporary workers differ from those of other global employers
- What is the current strategy and approach to sourcing and managing relationships with temporary workers in Europe?
- A summary of lessons learned developing and implementing the ongoing global temp program

Sashank has over 14 years of global experience in operations, process improvement, new product introduction, incubation, localization process improvement, management consulting and procurement. Currently based in San Francisco, he manages the strategic function in Google responsible for delivering temporary workers globally.

10:20

PANEL AND INTERACTIVE POLLING – 5 Major Challenges Procurement and HR Leaders Need to Solve Together to Successfully Deliver Total Workforce Management



Myles Gilbertson,
Global Procurement Manager for HR,
Unilever



Daniel Wilson,
Global Head of Corporate Services Procurement,
adidas



Martin Thomas,
Global Head of Total Workforce Management,
Philips



Evelyn Teston,
Global Head of HR Transformation,
AXA



Tom Bissenden,
Global Head of Indirect Procurement,
Anglo American



Moderator: Paul Vincent,
Global Head of Services Procurement/SoW Management,
Hays Talent Solutions

Join experienced leaders from global brands to discuss and debate the hottest topics and the biggest challenges facing global heads of HR and HR procurement so you can benchmark your own programmes against those of some of the biggest employers in Europe.

- What are the 5 biggest challenges facing global heads of HR and HR procurement today?
- Who needs to be bought in to solving these challenges from across the business to get these challenges solved faster?
- How can you influence the pace at which these challenges are solved in your own programmes?
- How to adapt your existing partnerships with total talent agencies to successfully deliver total workforce management

Myles has worked for Unilever for over 20 years purchasing materials then services on a local, regional & now global basis. Previously he worked for Northern Foods then Danone.

Daniel is globally responsible for corporate services procurement including all HR services for adidas. Previously he held the position of Head of Procurement – France, Benelux, Nordics and EU HQ, Procurement for Teva Pharma and before that Global Category Leader Outsourcing – Innovation and Professional Services Procurement for Unilever.

Martin is currently leading Total Workforce Strategy for Philips to help the business be ready for the workforce of the future. Martin drives strategy for recruitment of permanent, contingent & on-demand workers to ensure Philips have a joined up approach across all

sources of getting work done. He creates the link from Strategic Workforce Planning to Demand Management and he owns the Contingent Labour Programme for Philips globally.

Evelyn has worked in increasingly senior change and transformation roles for AXA since 2006, culminating in her current role as head of transformation for the business in France. Previously she worked for Accenture as a senior manager for their human performance business.

Tom spent much of his early career leading sourcing teams for global players in the financial services sector including Prudential and Schroders but has also worked in consultancy too. For the past 4 years he has worked at Anglo American as a key member of the global indirect procurement team, now looking after spend management on HR services.

Paul joined Hays Talent Solutions in May 2019 and is globally responsible for the definition, marketing and delivery of their Procurement and Statement of Work related services. He has spent the past three and a half years working on the supply side of the workforce solutions industry and before joining Hays Paul led the contingent product portfolio for KellyOCG.

11:00

Networking Break

DEVELOPING SMARTER PARTNERSHIPS

11:40

SUPPLIER CLIENT CASE STUDY - How a Total Talent Strategic Partnership is Enabled by Integrated HR Technology and Analytics



Michael Smith,
Managing Director, RSR EMEA & CEO,
Randstad UK

Discover how by partnering with the right total talent agency you can leverage the latest HR technology and analytics to empower your business to make better informed decisions about resourcing and staffing.

- When is the right time to adopt a total talent strategy?
- How to make sure your new strategy lands and is widely adopted
- How the right total talent partner can help you achieve greater success
- What kind of capabilities can current HR technology and analytics offer?

Michael brings to Randstad Sourceright 14 years' of experience across various operational and leadership roles for Randstad in Australia and Asia, working with teams across Australia, New Zealand, Singapore, Malaysia and Hong Kong to create market winning positions. Moving to Amsterdam to lead Randstad Sourceright's operations in Europe and Randstad UK, Michael is well-known as an active driver of Randstad's "tech & touch" strategy to drive customer engagement and business outcomes.

12:00

PANEL AND INTERACTIVE POLLING - What are the New VMS Solutions that can Deliver Game-changing Intelligence on Your Temporary Workers on a Global Scale?



Shashank Bajaj,
Global Head of Contingent Workers (Temp) Program,
Google/Alphabet



Christian Dahl Damsted,
Global Category Manager - Professional Services,
Lego



Suhas Petkar,
Global Head of HR Procurement,
Teva Pharma



Rachael Mauler,
Global Head, Change and Supplier Enablement,
Inchcape



Moderator: Robert Skidmore,
Global Programme Manager for Contingent Labour,
AXA

Find out how to successfully choose and roll out a global VMS solution including lessons learned by major employers and key benefits for you and your business in terms of greater visibility and control over your temporary workforce.

- Why should you invest in a VMS solution to solve your temporary workforce challenges?
- How can you tell which VMS provider will offer your business exactly what it needs?
- How to plan for successful VMS implementation with the right stakeholders in your business
- How to get a global roll out of your VMS programme right first time

Shashank has over 14 years of global experience in operations, process improvement, new product introduction, incubation, localization process improvement, management consulting and procurement. Currently based in San Francisco, he manages the strategic function in Google responsible for delivering temporary workers globally.

Christian is an experienced procurement professional with 14 years of experience within direct- and indirect procurement at Odense Steel Shipyard, A.P Møller - Mærsk, Brenderup, Thule Group, Danfoss, Tempur Sealy and most recently with LEGO, where he is responsible for global spend on HR services.

Suhas is the Global Category Lead responsible for strategy and delivery of procurement transformation for HR Services and External Workforce spend at Teva Pharmaceuticals, covering over \$800million+ in spend across 40+ countries.

Rachael held senior global category leadership roles for Npower before joining market leading security firm G4S and most recently Inchcape as a senior leader in the business' change management team.

12:40

SUPPLIER CLIENT CASE STUDY - How to Design and Implement a Global Talent Strategy that Allows you to Best Resource in a Local way in ALL the Markets You Operate in?



Bruce Morton,
Global Head of Strategy,
Allegis Global Solutions

Find out the latest, proven methods to connect local and global requirements for staffing in a single 'total talent' strategy that delivers efficiencies as well as skills into your business faster.

- What is causing complexity in global staffing today?
- How can you design a strategy that meets all your business local and global needs at once?
- New efficiencies you can expect for your business by adopting a total talent strategy
- What next? How to prepare for the future of staffing services procurement

As a distinguished and globally recognized thought leader and innovator, Bruce Morton has over three decades of experience within the human capital and workforce

DEVELOPING SMARTER PARTNERSHIPS

13:00 Networking Lunch

management industry. In his current role, as Global Head of Innovation Bruce leads and champions the whole process of innovation for our clients and ourselves: from new services and product idea generation, internal and external evangelism, digital and social media resourcing and engagement strategies and industry thought leadership.

WORKSHOP: Contingent Work – The Value Added Of Best-In-Class Procurement?



Led by Manfred Vogels,
VP, Business Development -
Continental Europe,
Beeline/IQN

Discover how procurement can add new value to the business by taking an even more strategic role in decision making on global contingent staffing programmes.

- Why do modern day businesses require a more holistic approach to talent?
- Contingent work can be delivered by internal colleagues or by contingent workers – the “make or buy” decision influences quality, time to market and cost – how can procurement play a key role?
- A shopping cart alone does not help you get there – why is there more to talent and people than spend management?

- How digitalization in the contingent talent space can enable procurement:

In his current role Manfred is responsible for a portfolio of strategic accounts of Beeline's SAAS platform, an intuitive technology and innovative solution that allow the world's best companies to intelligently manage their non-employee workforce through their ecosystem of people, partners and suppliers. Manfred has been active for more than 20 years in the contingent labor industry. He has worked for Manpower and Accenture in the past. In various roles he was responsible for internal and external clients with regards to managing their contingent labour workforce, develop total workforce strategies and developing sourcing strategies for contingent labour.



DISCOVER NEW STRATEGIES THAT HELP YOU LOWER COSTS IN YOUR GLOBAL STAFFING PROGRAMMES

TRACK A – RPO/PERM

14:00

CASE STUDY INTERACTIVE – Lessons Learned Working with Different Agencies to Find and Retain the Best Permanent Talent



Tom Bissenden,
Global Head of Indirect Procurement,
Anglo American

Benefit from the experiences of Tom and the global Anglo American HR procurement team as they assessed and selected agencies to manage permanent staffing requirements so you can avoid common pitfalls.

- How to decide whether 'make' or 'buy' is right for your permanent recruitment needs
- What does a good agency partnership look and feel like?
- What to look for in prospective partners as you assess agencies for your permanent recruitment requirements
- How to continuously measure the performance of your agency partnership

Tom spent much of his early career leading sourcing teams for global players in the financial services sector including Prudential and Schroders but has also worked in consultancy too. For the past 4 years he has worked at Anglo American as a key member of the global indirect procurement team, now looking after spend management on HR services.

14:40

CASE STUDY – How to Continuously Improve Outcomes from Global Recruitment Process Outsourcing Partnerships



Patrick Kalker,
*Global Head of Professional Services
Procurement,*
Merck

Find out how to take your RPO partnerships to new, higher levels and maintain the new relationship so that you get better performance and create new value for your business.

- Lessons learned by Merck from multiple global RPO partnerships
- How can you tell when your existing RPO partnership has room for improvement?
- How to engage your RPO partner in redesigning processes to improve outcomes
- How to continuously measure the performance of your RPO partnership to identify new ways to improve in the future

Patrick currently oversees all spend on HR services for Merck and has been with the business for 7 years. Prior to Merck he worked in the Pharmaceutical industry for Abbott, also in sourcing.

15:00

OXFORD-STYLE DEBATE – Insourcing vs Outsourcing Permanent Recruitment is Always Best for VP-Level Hires – FOR and AGAINST



For: Peter Christensen,
*Global Head of HR and Professional
Services Procurement,*
Velux



Against: Steven Sarchet,
HR Category Leader,
NFU

Should you insource or outsource your core, permanent recruitment at the highest levels? Whether you agree or not this heated debate will provide you with compelling, educated arguments for and against so you can make the most informed decision for your business.

Peter is responsible for indirect procurement and corporate professional services including HR services. Prior to working at Velux he has been a management consultant, writer and marketing project leader.

Steven has been at NFU for 5 years and currently leads the HR procurement category for the business.

15:40

Afternoon Networking Coffee



**BENEFIT FROM LESSONS LEARNED OFFERED
BY LEADERS OF GLOBAL CONTINGENT
STAFFING PROGRAMMES**

TRACK B – MSP/VMS/TEMP

14:00

CASE STUDY INTERACTIVE – How to Use Strategic Workforce Planning to Create Capacity and Capability for Total Talent Management



Ali Gilani,
Talent & Resourcing Director,
Babcock

Discover how to plan for Total Talent Management as part of your overarching workforce planning strategy so that it is embedded and adopted early on.

- Why should organisations do Strategic Workforce Planning?
- From strategy to operations; How Strategic Workforce Planning supports Total Talent Management
- Learnings on how to implement Strategic Workforce Planning
- How to measure your capacity to deliver total talent management from the outset

Ali is a senior talent and resourcing executive with over 25 years' multi-national experience across executive search, in-house and consultancy based recruitment and Strategic Workforce Planning. Ali has experience spanning defence, steel and mining, IT consulting and professional services in the roles of global head of resourcing, general HR, operational business management and talent & succession management.

14:40

CLIENT SUPPLIER CASE STUDY – Lessons Learned by a Global Employer when Managing a Growing Contingent Workforce

Senior Leaders from **ProUnlimited** and
the Global HR Procurement Team from a
Global Employer

Find out how a global employer designed and implemented a successful contingent workforce management programme in partnership with ProUnlimited including all the challenges that had to be overcome along the way.

**Keep visiting the website for more
information about this exclusive session.**

15:00

CASE STUDY INTERACTIVE – How To Build Skilled Mixed Workforces Fast And In a Highly Competitive Landscape



Bev Thaker-Fell,
Global Head of HR Procurement,
Barclays

Discover how Barclays manages spend with suppliers to help create a blended workforce with highly skilled temporary and permanent workers in a highly competitive sector.

- What are the current barriers to building a mixed workforce in the finance sector?
- Key skills most demand for global mixed workforces in the finance sector
- How can you accelerate the pace at which you build your skilled mixed workforce without going over budget?
- How can you differentiate yourself in a crowded, competitive talent environment?

Bev has had a career in procurement for 15 years and currently manages a spend portfolio of circa £1bn. Her remit is to primarily set the spend strategy by providing category expertise and partnering with the business to maximize value from minimal supply, enhance service offering from PSL supply, rationalize non-PSL and tail spend and minimize transaction costs.

15:40

Afternoon Networking Coffee



**CONNECT WITH GLOBAL LEADERS WHO ARE
CURRENTLY LEADING TRANSFORMATION OF
THEIR WORKFORCES**

TRACK C – INTERACTIVE DISCUSSIONS

14:00

WORKSHOP - How to Drive the Innovation Agenda in Your Global Resourcing Strategy



Led by Michel Stokvis,
MD Global Talent Innovation Centre,
Randstad

Unleash the power of strategic talent sourcing and deliver genuine resourcing innovation for your business. Topics you will benefit from include driving employer branding, transforming data into insights and how to take advantage of new HR technologies.

- How to tap into the nascent appetite for resourcing innovation in your business
- How to design and implement a talent management strategy powered by innovation
- How can you benefit from the way other businesses are using employer branding, turning talent data into new insights and implementing new HR tech?
- How can your total talent partner help you enhance your total workforce?

With more than 20 years in the industry, Michel has deep experience in RPO and MSP solutions, having served on both the client and provider side. His previous roles have spanned across numerous global markets and provided an opportunity for him to work with a variety of companies in many sectors, including HR services, management consulting and logistics across Europe, Asia and the US market.

14:40

HACKATHON - Rethinking How You Manage Your Spend on Outcome-focused Workers



Led by Paul Vincent,
Global Head of Services
Procurement/SoW Management,
Hays Talent Solutions

Join attendees from different industries and types of organisations to solve real-world challenges involving the management of outcome-focused workers in this highly interactive, ever popular format.

- 3 major challenges we all face when managing outcome-focused workers
- How to build a robust cost savings proposal to manage outcome-focused workers that the business will respond to faster
- How to combine different views within your business in a shared approach to build a more rounded solution
- How to translate your overall strategy into tactical decisions that can be rolled out

15:40

Afternoon Networking Coffee

Paul joined Hays Talent Solutions in May 2019 and is globally responsible for the definition, marketing and delivery of their Procurement and Statement of Work related services. He has spent the past three and a half years working on the supply side of the workforce solutions industry and before joining Hays Paul led the contingent product portfolio for KellyOCG.



**DISCUSS AND DEBATE THE HOTTEST
HR PROCUREMENT TOPICS**

EVOLUTION OF RESOURCING MODELS

16:20

CASE STUDY – How to Integrate Your Strategy for Gig Workers into Your Overall Workforce Management Plan



Chad Nesland,
*Global Director, Strategic Sourcing,
Contingent Labour,*
Microsoft



Lee Johnson,
*North American Director HR Talent
Strategy,*
Microsoft

Find out how Microsoft designed and rolled out a global programme for managing gig workers so you can benefit from lessons learned by the sourcing and talent strategy teams along the way.

- How Microsoft is assessing trends and pivoting to action – as One Microsoft
- Ideating and launching an on-demand freelance talent program
- Outside in: sharing and applying on-demand learnings
- Running at the pace of innovation: evolving your on-demand talent strategies

Chad's role as Director of Strategic Sourcing in Microsoft's Procurement group centers on empowering others and facilitating their productivity spanning \$10B+ annually across real estate, marketing, professional services and external talent platforms. Chad leads Microsoft's global contingent talent program spanning 16 countries and 5,000+ assignments and led the ideation and launch of Microsoft's first gig economy pilot program enabling access to freelance talent

17:00

PANEL AND INTERACTIVE POLLING - How Should MSP, RPO and SoW Models Evolve to Meet the Future Resourcing Needs of Your Business?



Andreas Hettwer,
*Global Category Director, External
Resources,*
CapGemini



Maurice Schumacher,
*European Procurement Category
Manager Corporate Services,*
Bayer



Patrick Kalker,
*Global Head of Professional Services
Procurement,*
Merck



Salima Shariff,
Global Head of Talent Acquisition,
Anglo American

spanning thousands of projects through a modern, digital-first user experience.

Lee is responsible for Microsoft's global contingent workforce strategy and for the employee flexible work program. He also heads the Workforce of the Future practice area. This includes exploring new ways of working, engaging an extended ecosystem of talent, and empowering workers with personalized experiences and choice.



Moderator – Sam Smith,
*Vice President, Global Practice Lead, Life
Sciences & Healthcare,*
Kelly OCG

Learn how strategic staffing models governing resourcing of temp. and perm. workers are already shifting to cater to different business needs, including the sourcing of digital skills, and will continue to evolve into the future so you can decide which approach works best for your business.

- How fit for purpose are the existing models for MSP, RPO and SoW?
- Where have solutions in these areas succeeded and failed to provide greater visibility and control over the workforce?
- How should workforce management partnerships and models evolve next to ensure that we all keep pace with changes to the way we will work?
- What can you do in your own organisation to help lead the change?

Andreas has been working for Capgemini since 2004 in different Procurement roles, starting as a category manager for contingent workforce up to being the European CPO. He currently heads the global Procurement category for contingent workforce and professional services at Capgemini covering more than 40 countries worldwide. One of his key accountabilities is the evolution of the existing global contingent workforce program towards a total talent management linking HR, Procurement and Resource Supply Chain.

Maurice is currently leading the procurement aspects of implementing a MSP provider in combination with a VMS tool in Europe.

Throughout his career Maurice has always worked in the indirect area of Procurement (~20 years) where he has gained a wealth of knowledge and is focusing on the HR category in the recent years.

Patrick currently oversees all spend on HR services for Merck and has been with the business for 7 years. Prior to Merck he worked in the Pharmaceutical industry for Abbott, also in sourcing.

Salima is globally responsible for talent acquisition for Anglo American, creating and deploying strategies to strengthen the organization's capabilities and ensure it has the talent to meet current and future business needs. Prior to joining Anglo American Salima worked at BP for over 10 years in various senior HR leadership roles.

Sam is part of the Kelly Services Global Solutions Leadership Group and oversees large account management within the Life Sciences Portfolio. Her career journey started in mechanical engineering, with the RAF, and has grown to span over 20 years in the workforce sector. Here, she has overseen the delivery of mission-critical people solutions to some of the most challenging infrastructure and engineering projects around the world.

17:40

Chairperson's Closing Remarks

Including Output from the Interactive Workshops

17:45

Amsterdam City Beach Party Drinks Reception at the Waterkant Bar

Your opportunity to relax, discuss challenges, exchange ideas and make new contacts in an informal setting!

FUTURE OF HR SERVICES PROCUREMENT

07:35

WOMEN IN PROCUREMENT AND HR BREAKFAST – How to Drive Greater Cross-Functional Collaboration between Procurement, HR and the Business to Encourage a More Joined-up Approach to Workforce Transformation



Pauline King,
Former Global Head of Indirect Procurement, Syngenta, Senior Leader,
CIPS

Discover new strategies to boost cross functional collaboration between Procurement and HR over breakfast during this ever popular networking session led by a recognised expert on Women in Procurement.

Pauline has over 20 years' international experience in delivering business value, specialising in procurement. Her expertise includes functional transformation, financial planning processes, target operating models and P2P operational rollouts. Pauline is the former Head of Global Indirect Procurement, as well as Head of R&D Program Management at Syngenta.

08:00

Welcome Coffee

08:35

CHAIR'S OPENING REMARKS AND KEYNOTE ADDRESS - What is the Framework you Need in order to Implement a More Integrated Workforce Strategy and Move into the Future of HR Services Procurement?

09:00

CASE STUDY INTERACTIVE – Reinventing Employee Experience to Keep Top Talent Engaged and Improve Retention



Stephan Paolini,
Chief Talent Officer,
Capgemini

Discover how to gain more intelligence about employee experience at your business to reshape future employee experiences in ways that will drive better retention rates and keep talent fully engaged in achieving your business' strategic goals.

- How the ongoing war for talent affects employee experience
- What is the best way to measure and manage employee experience?
- Why is understanding employee experience key to transforming retention?
- How to capture and analyse data about employee experience and use it to design future experiences

09:40

JOINT CASE STUDY – Rethinking How to Achieve Cross-Functional Collaboration that Delivers Global Learning Programmes which Inspire and Motivate



Lisa Egan,
Global Head of HR Procurement,
Pearson



Laura Cochran,
Global Head of Learning Services,
Pearson

Benefit from procurement and business perspectives on what it takes to source and deliver best-in-class learning and development programmes you can improve ongoing work practices with existing suppliers. Plus, identify all the competencies to look for when sourcing your next learning services provider to find the best one faster.

- How digital transformation can act as a driver for change in global learning programmes
- How to approach L&D in new and different ways to ensure it is tailored to evolving needs and requirements of the workforce

- When is the best time for Learning and Procurement to engage together in the process of transformation?
- How to measure the success of a partnership between Learning and Procurement to capture and repeat best practices

Lisa has spent over 15 years working with some of the world's biggest brands across a wide range of procurement activities. She is an expert in HR procurement strategy and is currently Category Director for HR at Pearson, the world's largest education company. In her 18 months at Pearson Lisa has transformed the HR procurement policy, process and systems. Lisa spent her early years at Anheuser Busch and, prior to Pearson, 6 years at GSK leading procurement for Mergers and Acquisitions, HR and Professional Services.

Laura has over 20 years' experience in learning and development and also has expertise in topics such as leadership development and performance management. In her 2 years as Vice President of Learning and Development at Pearson, she and her team have transformed the function to increase self-service learning resources, implement a 'leaders as teachers' approach to learning, and increase digital learning resources. Some projects include the launch of a cloud-based LMS, mentoring programs for top female talent, and digital content to support employee skill development. Prior to joining Pearson, Laura held learning and development roles at Bupa, Visa Inc., Wells Fargo, Cisco, and Bank of America.

FUTURE OF HR SERVICES PROCUREMENT

10:10

PANEL AND LIVE POLLING - How can you Manage Spend on Flexible Benefits and Personalised Rewards so that Your Business Becomes an Employee of Choice in Your Industry Sector?



Soren Klausen,
Global Head of HR Procurement,
Lego



Julie Smith,
Global Head of HR Procurement,
British American Tobacco



Lisa Egan,
Global Head of HR Procurement,
Pearson



Jyothi Hartley,
Global Head of HR Procurement,
Smith and Nephew



Peter Christensen,
Global Head of HR and Professional Services Procurement,
Velux

As staff and employees demand ever more control over benefits and rewards, find out how to deliver higher levels of flexibility and personalisation so that you attract and retain the best talent in the market all the time.

- How are employee expectations of benefits and rewards evolving?

- What can you do to translate these new expectations into successful supplier sourcing strategies?
- How can you assess and select the best suppliers of benefits and rewards services for your business?
- How can you use best-in-class benefits and rewards provision to help attract new talent to your business?

Soren is responsible for managing global spend on HR for LEGO, reporting into the global head of corporate services procurement.

Julie Smith is the Global Category Manager HR for BAT. Within her remit is all external spend for HR covering all topics in both Talent and Reward. Her multi country team run local, regional and global projects for the function and work closely with HR on their strategic direction. She has been working in Global Procurement HR for over 10 years in both Switzerland and the UK with both Syngenta and PMI. In addition to HR Procurement, Julie has led Global Categories for Finance and Legal and in previous roles in Australia, covered all Indirect Categories.

Lisa has spent over 15 years working with some of the world's biggest brands across a wide range of procurement activities. She is an expert in HR procurement strategy and is currently Category Director for HR at Pearson, the world's largest education company. In her 18 months at Pearson Lisa has transformed the HR procurement policy, process and systems. Lisa spent her early years at Anheuser Busch and, prior to Pearson, 6 years at GSK leading procurement for Mergers and Acquisitions, HR and Professional Services.

Jyothi Jyothi Hartley looks after all external spend in Europe for Smith and Nephew, a global leader in medical device manufacturing. The global team she is part of numbers 8 all of whom report into the Senior Director Indirect Procurement.

Peter is responsible for indirect procurement and corporate professional services including HR services. Prior to working at Velux he has been a management consultant, writer and marketing project leader.

10:50

GUEST KEYNOTE – Rethinking How to Deliver Savings whilst Creating Value when Sourcing Global Staffing and HR Services in a Digital Age



Professor Arjan van Weele,
World-Renowned Procurement and Supply Chain Guru

Equip yourself with new best practices in negotiating and sourcing contracts from global providers of staffing and HR services offered by one of the world's leading thinkers on procurement and supply management.

- Why is managing spend on staffing and HR services so very different from any other spend category?
- How should you adapt your approach to procurement so that is even more effective when sourcing staffing and HR services?
- How your business' digital transformation journey will change the way you interact with

suppliers of staffing and HR services in the future

- Top tips to find the right balance between delivering savings and creating value that can be traced into the P&L

Arjan is an independent boardroom consultant to many large companies on procurement strategy and governance issues. He also acts as Supervisory Board Member for numerous companies and organizations. He has worked for 15 years in management consultancy both at Price Waterhouse Coopers (1986-1989) and Holland Consulting Group (1989-1999) where he built his specialised consultancy in purchasing and supply chain management. Until recently he held the NEVI-Chair of Purchasing and Supply Management, at Eindhoven University of Technology, Faculty of Industrial Engineering and Innovation Sciences (IE&IS).

11:20

Networking Break

TRACK A - MIMOSA DRILL DOWN ROUNDTABLES

12:00

MIMOSA DRILL DOWN ROUNDTABLES

Benefit from in-depth, structured discussions led by industry subject matter experts that solve real business problems for you inside 1 hour.

1 - How to Introduce Innovative Platforms and Technologies for Total Workforce Optimisation



Joseph McLoone,
Regional Operations Director, EMEA,
Allegis Global Solutions

2 - Embedding an On-Demand Workforce Program: HR & Procurement's New Competitive Advantage



Adam Zellner,
Executive Director, New Product and Corporate Development, Chief of Staff to CEO,
Business Talent Group

3 - How to Enable Data-Driven Resourcing Decisions with the Right Technology Partners



Daniel Wilson,
Global Head of Corporate Services Procurement,
adidas

4 - How to Design a Robust Workforce Strategy in Support of a Total Workforce Model



Maarten Hansson,
Head of Total Workforce Strategy,
Philips

5 - What Every HR Procurement Leader Should Know about the Modern Slavery Act, But Doesn't



Will Beattie,
General Manager, Continental Europe,
CIPS

6 - How to Achieve Next-Level Value from Your Relationships with Global Suppliers of HR Services



Peter Christensen,
Global Head of HR and Professional Services Procurement,
Velux

7 - Best Practice Procurement Strategies when Sourcing and Procuring New Relocation Services



Patrick Kalker,
Global Head of Professional Services Procurement,
Merck

8 - How to Deliver Best Practice Mobility Services Procurement on a Global Scale



Soren Klausen,
Global Head of HR Procurement,
Lego

9 - How to Master Spend Management on Temporary Labour in Benelux



Evert van Ophem,
Head of Client Services Procurement, Benelux,
IBM

10 - How to Unlock the True Potential of Freelancers in Europe



Simon Woods,
Chief Revenue Officer,
YunoJuno

13:00

Networking Lunch

TRACK A - DATA-DRIVEN, DIGITAL HR PROCUREMENT

14:00

CASE STUDY INTERACTIVE – How to Source the People and Develop the Culture Require to Retain Digital Workers



Maria Rancel-Lopez,
Head of Procurement, People and Culture,
Nationwide

Find out how Maria and her procurement team at Nationwide are transforming the business' culture to attract and retain workers with digital skills as the financial sector continues to move into the digital age.

- What do digital workers expect from their relationships with employers today?
- What are the biggest differences to be prepared for when sourcing digital workers?
- How to adapt your sourcing strategy to ensure staffing suppliers deliver digital workers who fit with your digital culture
- How to leverage your partnerships with global staffing firms to drive retention of digital workers

Maria has been in Procurement and Commercial Management Senior roles for over 25 years. She has worked within a variety of industries including Technology, Financial Services, Manufacturing and as a Global Director of Procurement at a venture capitalist.

14:40

CASE STUDY INTERACTIVE – Lessons Learned by IBM During its Digital Procurement Transformation Journey in Benelux



Peter Schaar,
Head of Procurement, Benelux,
IBM

Find out how the IBM procurement team in Benelux played a strategic role in the business' recent major digital transformation journey in Europe, their lessons learned plus the impact it has had on workforce management in the region.

- Assessing the key drivers for IBM's recent major business transformation
- How procurement played a role in sourcing and on-boarding strategic suppliers to support the change
- How did digital tools and capabilities aid in the transformation process?
- What are the implications of transformation for regional workforce management?

Over the course of over 20 years at IBM, Peter has been a global commodity lead in several commodities as well as an EMEA Lead. He currently acts as Chief Procurement Officer for IBM Benelux, leading a team located in 5 different countries.

15:20

PANEL AND INTERACTIVE POLLING – Practical Ways to Leverage Bots, AI, ML and RPA for More Data-Driven Workforce Management Decision Making



Maria Rancel-Lopez,
Head of Procurement, People and Culture,
Nationwide



Chad Nesland,
Global Director, Strategic Sourcing, Contingent Labour,
Microsoft



Daniel Wilson,
Global Head of Corporate Services Procurement,
adidas

Make the most of automation capabilities available today by learning which ones you can apply in your own procurement processes and which ones you should consider sourcing as part of your approach to HR technology insertion for the business.

- Which emerging technologies can genuinely play a useful role in procurement of staffing and HR services?
- How do you know when your business is ready to increase the amount of automation?
- How can AI and ML contribute to better workforce management decision making?

- What are the major risks to be aware of before you invest in any new automation capabilities?

Maria has been in Procurement and Commercial Management Senior roles for over 25 years. She has worked within a variety of industries including Technology, Financial Services, Manufacturing and as a Global Director of Procurement at a venture capitalist.

Chad leads Microsoft's global contingent talent program spanning 16 countries and 5,000+ assignments and led the ideation and launch of Microsoft's first gig economy pilot program enabling access to freelance talent spanning thousands of projects through a modern, digital-first user experience.

Daniel is globally responsible for corporate services procurement including all HR services for adidas. Previously he held the position of Head of Procurement – France, Benelux, Nordics and EU HQ, Procurement for Teva Pharma and before that Global Category Leader Outsourcing – Innovation and Professional Services Procurement for Unilever.

16:00

Afternoon Networking Break

AGENDA DAY TWO

WEDNESDAY
25 SEPTEMBER 2019

TRACK B - LEADERSHIP BOARDROOM FOR GLOBAL HEADS OF HR PROCUREMENT

12:00

BOARDROOM TOPIC - How to Best Partner with HR and Breakdown Siloes to Make Your HR Transformation Goals a Reality



Led by Julie Smith,
Global Head of HR Procurement,
British American Tobacco

Join your peers and discuss new ways to break down siloes in your business so that Procurement and HR can work together more collaboratively on finding better suppliers, driving down total costs and creating new value.

- What causes siloes to embed?
- How to effectively engage your stakeholders in addressing the silo mentality?
- 5 measurable benefits of greater collaboration between HR and Procurement for your business
- How to include your industry partners in driving internal collaboration on HR transformation

Plus Private Drinks Reception

13:00

Networking Lunch



JOIN AN INTERNATIONAL AUDIENCE OF GLOBAL HR PROCUREMENT AND CHIEF TALENT OFFICERS

TRACK B - WORKSHOPS

14:00

How to Use Data to Do Smart Recruitment Marketing and Promote Your Jobs and Brand

Joost de Zwart,
Manager Customer Success - Team International,
Vonq

Whether you are new to Recruitment Marketing or keen to enhance your existing strategy, learn more about how to leverage your data and use proven, powerful recruitment marketing methods to improve recruitment results:

- How to activate your employer brand
- How to build a stronger Employee Value Proposition (EVP)
- How to develop a robust media distribution plan
- How to create comprehensive candidate persona profiles
- How to create a more elaborate stakeholder map
- How to apply the AIDA model to your overall recruitment strategy

16:10

Afternoon Networking Break



PUT YOUR QUESTIONS TO PANELS OF GLOBAL HR PROCUREMENT LEADERS FROM DIVERSE BUSINESSES

CONTINUING THE JOURNEY TO TOTAL TALENT MANAGEMENT

16:50

VISIONARY INTERVIEW – Tips and Advice as You Continue Your Journey towards Total Talent Management



Martin Thomas,
Global Head of Total Workforce Management,
Philips

Benefit from all the most recent lessons learned by Martin and his global team of workforce experts as they continue to make tremendous progress with a global total talent strategy for Philips during this frank and open interview.

- Major milestones and key lessons learned from Philips total talent programme to date
- How to identify and avoid obstacles to progress in your global total talent programme early on saving you considerable resources
- 3 top tips when engaging your senior management in supporting your total talent programme that will be invaluable in the long run
- How to engage your industry partners in the successful implementation of your total talent strategy

Martin is currently leading Total Workforce Strategy for Philips to help the business be ready for the workforce of the future. Martin drives strategy for recruitment of permanent, contingent & on-demand workers to ensure Philips have a joined up approach across all sources of getting work done. He creates the link from Strategic Workforce Planning to Demand Management and he owns the Contingent Labour Programme for Philips globally.

17:10

OXFORD-STYLE DEBATE – BREXIT will Make Procurement of Staffing and HR Services in Europe Harder NOT Easier – FOR and AGAINST



For: Mike Britten,
Global Head of HR Procurement,
Mondi



Against: Will Beattie,
General Manager, Continental Europe,
CIPS

Will BREXIT make procurement of staffing and HR services an impossible task? Whether you agree or not this heated debate will provide you with compelling, educated arguments for and against so you can make the most informed decision for your business.

Mike has over 20 years of Procurement leadership experience with leading Corporations managing both Direct and Indirect Procurement categories throughout his career. Mike currently manages a range of Indirect Procurement portfolios including HR Services for the Mondi Group, a leading provider of Packaging & paper solutions with over 100 locations and 26,000 employees.

Will takes the lead in identifying new market opportunities, and assists in the establishment of new offices globally. In the last two years he has been Interim GM of the CIPS MENA office, and has assisted in the setting up of offices in Singapore and Beijing. He is currently overseeing CIPS operations in mainland Europe. Will is also responsible for working with global corporate clients to design and develop

17:40

Chair's Closing Remarks

17:45

End of conference

solutions to help organisations maximise their procurement and supply chain capability including people and process development.



**MAKE NEW CONNECTIONS IN GLOBAL HR
PROCUREMENT AND TOTAL TALENT MANAGEMENT**