

The AI & Automation Conference, 25th February 2026
Cophthorne Tara Hotel Kensington, London



AI & AUTOMATION

Efficient Business Operations

23+ CROSS-SECTOR SPEAKERS, 1 DAY | 25.02.26

**Welcome To The AI & Automation
Conference**

Official Event Programme

Please note that these timings are flexible. Due to the nature of a live event, the conference chairs and organisers will be updating the timings throughout the day to adapt to speakers running over time, late arrivals, last minute changes and extending popular sessions. Please rest assured we will do our utmost to adapt and to accommodate all live changes.

Organised By:



08.15 Registration & Informal Networking

09.00 GIC Welcome & Morning Co-Chairs' Opening Remarks

Richard Lawrence, Head Of Service Excellence, **easyJet**



Sarah Jafri, Group Data Management Manager, **Centrica**



Demystifying AI: Cutting Through The Clutter

09.10 Practical, Purposeful & Accessible AI Applications To Increase Business Efficiencies: Strip Back The Jargon, Overcome Fear & Build Organisational Confidence Around Use, Value & Risk

- Break down what AI can realistically do today to help teams across the business, identify practical uses and move away from vague or inflated expectations
- Explore how to identify specific, high-value business problems that AI can help solve, rather than using it for the sake of appearing innovative or digital-first
- Encourage cross-functional collaboration between tech teams and business stakeholders to demystify AI and reduce dependency on technical experts for every use case
- Provide clear, simple language and frameworks to enable wider team buy-in, boost adoption, and prevent the siloing of AI knowledge within small data teams

Anastasia Zygantovich, Global Director Of Data Science & Visualisation, **Reckitt**



Magdalena Krupa, Senior Data Science Manager, **Reckitt**

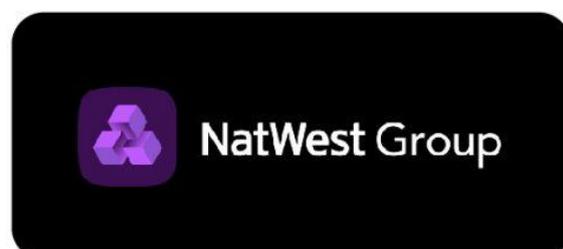


Adoption, Use Cases & Lessons Learned – Panel Q&A

09.30 Take A Look At What's Working, What Isn't & How Real Businesses Are Embedding AI Into Day-To-Day Workflows To Maximise Efficiencies

- Pinpoint where your organisation sits on the AI maturity curve from exploratory pilots to full integration - how much data are you using, how are you applying it, and what's next in your journey?
- Distinguish between meaningful adoption and surface-level activity by showcasing use cases where AI and automation are genuinely driving measurable outcomes across functions like operations, finance, HR, customer service, and supply chain
- Examine how businesses are upgrading or reconfiguring legacy platforms with smarter automation tools and machine learning models to unlock efficiencies and empower non-technical teams
- Highlight practical lessons from embedding AI into existing workflows - from process automation and predictive analytics to intelligent decision support - and uncover what's delivering the greatest ROI

Andrew Robinson, Conversational AI Innovation Lead, **NatWest Bank**



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Kreena Patel, Global Director Conversion Analytics, **Mars**



Dan Scott, Associate Director, Region Europe A.I., **Novartis**



Alex Polyakov, Head Of Data, Automation, & AI, **Scania**



David Lindley, Operational Excellence Lead, **Pets At Home**



Realise The Agentic Opportunity: Turn Promise Into Proof

10.05 Bonus Session With Exclusive Conference Partner, SS&C Blue Prism

Operations teams in large enterprises are navigating unprecedented levels of complexity, regulatory pressure, and workforce disruption - all while expectations for speed, accuracy, and customer experience continue to rise. Join Natalie Keightley Vice President, Product Marketing, SS&C Blue Prism as she explores how agentic automation is reshaping the enterprise operating model, moving organisations beyond isolated automation toward orchestrated, end-to-end value creation.

Natalie will also examine why many organisations struggle to realise meaningful ROI from AI, the governance and trust barriers that stall progress, and the emerging need to fuse human expertise with autonomous AI agents. The result is a roadmap for operations leaders to shift from traditional process design to adaptive, intelligence driven orchestration that accelerates operational performance, reduces risk, and boosts learning velocity across the enterprise.

Key Takeaways:

1. AI's Value Gap Is Real - And Widening
2. Governance and Trust Are Now Critical Success Factors
3. Human-AI Collaboration Is the New Operating Model
4. Agentic Orchestration Unlocks Enterprise Scale Impact
5. Upskilling and Organisational Design Must Evolve

Natalie Keightley, Vice President, Product Marketing, **SS&C Blue Prism**



Agentic AI

Prepare Your Business for the Era of Autonomous Work

Secure, Governed AI Agents

Deploy AI agents built with security, compliance and oversight.

- ✓ Outcome-focused, production-tested and domain-specific
- ✓ Full audit trail of agent actions and decisions
- ✓ Proven safe handling of regulated and sensitive data

Stop by our booth and learn more

blueprism.com



10.25 Morning Break With Speed Networking & Peer Discussion Zones

The Impact Of AI On People & The Workforce – Double Perspective

10.55 Balance Workforce Transformation, New Process Implementation, People Upskilling & Organisational Readiness To Drive Successful AI Integration Without Losing Talent Or Trust

- AI adoption and efficiency seeking is fundamentally reshaping workforce structures, roles and responsibilities - but how can we retain critical talent while planning smarter?
- Navigate fears around job security by reframing AI adoption as an opportunity for employees to secure long-term roles through new skills, ownership and upskilling initiatives
- Equip teams at all levels, from senior leaders to junior staff, with the knowledge and confidence to engage with AI by designing accessible, inclusive training and development strategies
- Build a culture where employees are empowered to explore and test new AI tools safely and creatively, fuelling innovation and uncovering hidden efficiency gains across teams

10.55 Perspective 1

Ben Sawyer, Head Of Field Continuous Improvement, **British Gas**



11.15 Perspective 2

David Wilson, Global Digital Transformation & Innovation Director, **Kyowa Kirin**



AI Governance, Compliance & Regulation – Panel Q&A

11.35 Embed Robust Guardrails During Times Of Great AI & Automation Adoption To Mitigate Risk, Ensure Compliance & Build Trust

- Examine how companies are structuring internal governance around AI, including the creation of risk tiers, vendor checklists, use-case playbooks and cross-functional oversight frameworks
- Keep ahead of fast-evolving regulation like the EU AI Act; what obligations are emerging, how to demonstrate compliance, and what proactive steps you should take now to avoid penalties later
- Unpack the challenges of using AI in highly regulated industries, from demonstrating where data goes and how it's processed, to meeting industry-specific standards around transparency and explainability
- Identify the practical boundaries of commercially available AI tools when handling customer or sensitive data, and evaluate the right balance of control, flexibility and oversight for your organisation

Bogdan Grigorescu, Senior Technical Lead, Engineering & Automation, **Direct Line Group**



Ade Bamigboye, Chief Technology Officer, **Royal Borough Of Kensington & Chelsea**



Sarah Jafri, Group Data Management Manager, **Centrica**



Costs & Return On Investment - Delegate Discussion

12.10 Ensure New AI & Automation Activities Deliver ROI: Balance Risk & Reward With Practical, Scalable Tech Adoption Strategies That Deliver Measurable Business Value

- Evaluate what level of investment is appropriate for the size, structure and maturity of your organisation to avoid overcommitment and ensure the best returns
- Assess the pros and cons of developing AI capabilities in-house versus purchasing off-the-shelf solutions, and understand the hidden costs of implementation and maintenance
- Ensure your AI and automation strategies are agile enough to flex with market shifts and tech developments, while remaining aligned with your wider business goals
- Establish effective performance metrics and feedback loops to monitor the success of your AI and automation initiatives and guarantee continuous improvement

12.30 Topic Generation Submission

We would love to hear your thoughts on potential topics or ideas for one-day brand-led conferences – please do submit any thoughts or ideas via the QR code on the screen. Many thanks in advance!

12.35 Lunch & Informal Networking For Speakers, Delegates & Partners

13.05 Interactive Peer-To-Peer Discussion

AI Application & Implementation

Damla Sener, Senior Recruiter, Amazon



13.35 Afternoon Co-Chairs' Opening Remarks

Nendra van Wielink-Mohamed, Global Media Lead, Operations & Transformation, **Decathlon**



Thierno Diallo, Staff Engineer, **AXA France**



We All Know Why AI Fails Between Systems. Let's Talk About It

13.45 Bonus Session With Exclusive Conference Partner, Kim Technologies

Karl Chapman, Chief Executive **Kim Technologies**



Data, Privacy & GDPR

14.00 Don't Get Caught Out While Adopting New Tech: Ensure Robust, Responsible & Compliant Data Practices That Power AI While Protecting Privacy & Build Trust

- Identify how AI and machine learning can help unlock valuable insights from complex datasets, accelerating analysis and driving smarter business decisions
- Secure data integrity by building rigorous processes to clean, structure and manage inputs before applying AI tools, because poor data equals poor outcomes
- Strengthen your privacy protocols and safeguard sensitive information by keeping AI systems contained and compliant within your internal infrastructure
- Gain clarity on who owns what from data, models and decisions, and minimise risk of misuse or external exposure with best-practice guidance on AI security and ethics

Lauran Macare, Head Of Payments Data, Payments Technology, **NatWest**



Machine Learning & Robotics In Action

14.20 Explore The Real-World Business Applications Of ML, RPA & Robotics To Drive Smarter, Safer & More Profitable Operations

- Unpack the differences between AI, machine learning and RPA to ensure your organisation applies the right tool for the right task – and avoids sticking plasters over process inefficiencies
- Deep dive the evolution of RPA and whether it still has a future, or if smarter process automation and contextual ML-driven systems are set to replace it entirely
- Unlock the power of machine learning to spot patterns, anticipate problems and build predictive models that improve decision-making and customer lifetime value
- Investigate the emerging role of physical robotics, from drones managing warehouse stock to machines enhancing safety and sustainability, and evaluate their practical use in your operations

Cheryl MacDonald, Head Of Engineering – Intelligent Process
Automation, **Lloyds Banking Group**



Responsible & Ethical AI Strategies– Panel Q&A

14.40 Building Safe, Fair & Transparent AI Practices That Protect Customers, Businesses & Wider Society

Address the risks of bias in AI models by improving how data is sourced, labelled and tested, ensuring fairness is considered throughout the entire model lifecycle

- Explore how to develop inclusive and accountable AI systems that align with industry regulation, customer duty and wider societal expectations
- Balance innovation with responsibility by integrating ethical oversight into AI deployment, from explainability and human sign-off to long-term impact monitoring
- Dispel sustainability concerns by assessing the environmental cost of training and running large-scale models, and explore how to reduce AI's carbon footprint

Matthew Widick, Director Of Data Management, **Compare The Market**



Bogdan Grigorescu, Senior Technical Lead, Engineering & Automation, **Direct Line Group**



Feedback & Reflection

15.15 Reflect On Key Insights & Critical Takeaways From The Event So Far

Take a step back to reflect on the key insights from the day, share thoughts with peers, and discuss practical takeaways to drive real change. This interactive session offers a space to exchange ideas, ask questions, and leave feeling empowered with clear next steps for advancing diversity, equity, and inclusion in your organisation.

We would love to hear your thoughts from the conference today, please do submit your feedback via the QR code on the screen. Many thanks in advance!

15.35 Afternoon Break With Speed Networking & Peer Discussion Zones

Barclays Case Study

16.05 Using Data, Machine Learning & Automation To Predict Risk, Improve Insight & Scale Smarter Decision-Making

- See how Barclays Investment Bank is applying machine learning and natural language processing to analyse vast data sets and anticipate future corporate events, improving foresight, risk management, and investment decision-making
- Understand how rethinking research projects through a data and infrastructure lens enables faster insight generation, stronger collaboration between teams, and more scalable analytical capability
- Learn how cloud computing has been used to automate core internal processes, reducing manual effort, increasing speed and accuracy, and freeing up specialist teams to focus on higher-value work
- Take away practical lessons on how data science, automation, and modern infrastructure can be embedded into complex, regulated environments to drive efficiency without compromising governance or control

Vincenzo Pota, Director, **Barclays**



Human-Centric Automation

16.25 Strike The Right Balance Between AI Efficiencies & Human Empathy To Deliver Seamless, Authentic Experiences At Scale

- Explore how automation can enhance, and not replace, human capabilities in service-driven industries, preserving the emotional intelligence and nuance that only humans can provide
- Guarantee human oversight, tone and empathy remain central to person-person interactions, even as AI-generated content becomes more advanced
- Implement automation in a way that supports your people-first brand promise, without sacrificing authenticity, customer trust or team engagement
- Drive performance by making sure the machine is working for the human as opposed to the other way around, and augmenting experiences rather than diminishing them

Alex Polyakov, Head Of Data, Automation, & AI, Scania



The Future Of AI: Trends, Innovations & More

16.45 Act Now For Long-Term Pay-Offs: Stay Ahead Of The Curve With Actionable Foresight Into The Next Wave Of AI Evolution, Industry Shifts & Strategic Tech Advancements

- Examine the hidden reliability and verification challenges within modern AI systems, and what they mean for organisational risk, governance, and decision-making confidence
- Understand the practical limits of AI alignment, helping leaders define where AI can be trusted, where oversight is essential, and where caution is critical
- Assess how increasingly convincing AI-generated content is reshaping epistemic trust, and identify strategies to safeguard credibility, brand integrity, and information security
- Challenge the belief that AI risk is purely technical by exploring why human judgement, culture, and readiness will ultimately determine safe and effective adoption

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Lucija Gregov, Quant Developer, VP, **Deutsche Bank**



**Deutsche
Bank**

17.05 Afternoon Co-Chairs' Closing Remarks & Official Close Of Conference

Nendra van Wielink-Mohamed, Global Media Lead, Operations & Transformation, **Decathlon**



 **DECATHLON**

Thierno Diallo, Staff Engineer, **AXA France**



Many Thanks For Joining Us!