

**ADR FORUM EVENT – Tuesday 28<sup>th</sup> September 2021**

Programme event	Detail	Time	Location
Registration opens	We look forward to welcoming you to the CTSI Symposium.	From 09:00	Reception
Exhibition viewing	Visit our wide range of exciting exhibitors.	9:30 – 17.45	Exhibition Hall
Session 1	Welcome from CTSI followed by our first session covering 'Covid Impacts and Learning' being led by ADR bodies that have been hugely impacted by the events of the past months. This interesting and insightful session will include a panel session with Q&A's.	10:00 - 11:00	Ashstead One
Session 2	<b>'Dealing with volumes and ensuring quality'</b> this session will be delivered by two of our larger ADR bodies and will include a Q&A session.	11.15 – 12.05	Ashstead One
LUNCH	A buffet lunch will be served in the room with a chance to network and meet with other ADR bodies and relevant stakeholders.	12:15 – 13.15	Ashstead One
Session 3	<b>'Vulnerabilities and learnings'</b> session delivered by our colleagues at The Collaboration Network and a CTSI ADR body, followed by a Q&A session.	13.30 – 14.20	Ashstead One
Session 4	<b>'Impacts and challenges'</b> of sectors becoming mandatory led by our larger ADR bodies to include Q&A session.	14.30 – 15.30	Ashstead One
Session 5	<b>BEIS</b> – Jason Cole will be discussing the consumer consultation: CTSI - The ADR journey so far, our consultation response, remote auditing and early resolution, followed by a Q&A session.	15:45 – 16.45	Ashstead One
Exhibition viewing	Extra time for visiting the exhibition.	16.45 – 17.45	Exhibition Hall
Drinks Reception	A chance to relax and connect with trading standards professionals, exhibitors and stakeholders.	17.45 – 19.45	Exhibition Hall