



Est. 2010

DIRECTORS CLUB

To endeavour. To achieve

The List

UK Customer Experience Leadership

Released May 16th 2016



The List

Below is *The List* of UK-based customer experience leaders for the year beginning May 16th 2016.

The List has been compiled by the Directors' Club wholly from peer-group nominations. Over 2,500 nominations were received.

The 300 leaders on *The List* were those most nominated by their peers.

Updates

If you are *Listed* below and you change organisations, please email your new employer and contact details to jon.snow@directorsclub.org.uk and your listing will be updated.

To Note

The decisions of the *Directors' Club* are final. No correspondence will be entered into regarding nominations and listings. All nominations are confidential.

Any Questions?

If you have any questions please email jon.snow@directorsclub.org.uk.

About Directors' Club

Today's *Directors' Club* has its origin in a small supper club in London's Mayfair. The Directors' Dining Club, as it was known, had its home at Claridge's Hotel and brought together business leaders of the day to discuss trends and disruptive forces for change.

In February 2010, Jon Snow (founder and chairman) re-constituted the dining club as the *Directors' Club* and so a business lifestyle and networking institution was born.

The Club motto *To endeavour. To achieve* captures the spirit of the organisation and the ambitions of its members.

Membership is by invitation.

<http://directorsclub.org.uk>



A

Adam Elliott, E.ON UK
Adam Wilkins, Boots UK
Aisling Hassell, Airbnb
Al Russell, Vodafone
Alan Maloney, TrustFord
Alastair Metcalf, TSB Bank
Alex Ferguson, Aviva
Alison Hale, Sun Life Direct
Alison Smith, Great Western Railway
Alison Watson, Virgin Trains East Coast
Andrew Clayton, Bupa
Andrew Conroy, East Midlands Trains
Andrew Hargreaves, UCAS
Andrew Hoad, Waitrose
Andy Gill, Simply Waste Solutions
Angela Jamieson, Tesco Bank
Anne Ewen, Circle Housing Group
Anthony Scammell, Old Mutual Wealth
Anthony Warrington, Yorkshire Building Society Group
Armelle Guillet, Moonpig.com

B

Bambos Neophytou, Virgin Media
Barry Connolly, Royal Bank of Scotland
Barry Lloyd, Arriva Trains Wales
Bec Trott, Tesco Mobile
Ben Ford, Addison Lee
Ben Sefton, Virgin Media Business
Ben Waugh, Barclays
Bernie McHugh Sonner, Ulster Bank
Bram van der Lans, EE

C

Carl Bromley, Ageas Insurance
Carl Byrne, Genesis Housing Group
Carol Ord, Lowell Group
Caroline Grindrod, Rank Group
Caroline Thomas, Barclays



Cathleen Fahey, Allied Irish Bank (GB)
Cathy Reid, Ann Summers
Charlotte Dunsterville, Sure
Charmaine Vallance-Poole, Holland & Barrett
Cheryl Parsons, HomeServe
Chloe Lord, Sainsbury's Bank.
Chris Fisher, Virgin Money
Chris Paddon, Virgin Money
Chris White, Arrow XL
Claire Cardosi, Virgin Trains East Coast
Claire Holdcroft, Schneider Electric
Claire Kavanagh, The People's Operator
Claire Verdirame, HSBC
Claire Wise, Paradigm Housing Group
Clare Bacchus, Pegasus Life
Clare Chalfont, British Airways
Clare Muscutt, Sainsbury's
Clare Penny, Carillion
Clive Grinyer, Barclays
Colin Ashurst, Chubb Fire and Security
Corinne Edwards, Scottish and Southern Energy

D

Dan Lanigan, Avis Budget Group EMEA
Dan Moross, MOO
Daniel Apperley-Roberts, Bank of America
Daniel Biondino, Investec
Daniel Curzon, Shop Direct
Daniel Gradidge, Mimecast
Danielle Lawrence, Holiday Extras
Darren Cornish, The Share Centre
Darren Grahame-Betts, Kuoni
Darren Tripp, Lloyds Banking Group
Darren Withers, Ladbrokes
Darrin Price, BT
Dave Mingle, General Motors
David Atherton, AO.com
David Goldsworth, Virgin Media
David Jackson, Hitachi Capital Car Solutions



David Metcalf, Porsche Cars GB
David Morgan, City & Guilds
David Owen, American Express
David Rose, EE
Davnet Reid, DFS
Dawn Cox, Staples
Debbie Hulme, Virgin Atlantic Airways
Denise Mitchell, Beaverbrooks the Jewellers
Donna Adams, Barclays
Douglas Nesbit, Home Retail Group

E

Eileen Brown, Northern Gas Networks
Elizabeth Dodelin Lillie, BT
Elizabeth Fairburn, Direct Line Group
Emma Harvey, AXA Wealth UK
Emma Sutton, MBNA
Emma Toms, Barratt Developments
Emma Wardle, Capital One
Emma Wright, RSA
Eric Cullerier, Mimecast
Evrin Demirok, COLT Telecom

F

Fawad Mughal, Vanquis Bank
Fraser Dunk, Betsson Group

G

Garry Clamp, Ciena
Garth Lewis, British Triathlon Federation
Gary Blatcher, A2Dominion Group
Gary Fox, Dell
Gary Horgan, Provident Financial Group
Gary Lucas, First Central Insurance Management
Gavin Love, EE
Gemma Mason, Superdrug
Georgina Perry, Oakbrook Finance
Georgina Taylor, EE
Glenn Reynolds, Tesco
Graça Machado, Osborne



Graham Clarke, NatWest Bank

Greg Suligowski, Merseyrail

H

Hamish McVey, British Airways

Hannah Foley, Wolseley

Hannah Loudain, Stagecoach Group

Hannah Luckie, NewDay

Harry Odenhoven, Vodafone

Hector Sousa, Paddy Power Betfair

Hein van Thiel, Lebara

Helen Kerkentzes, London Business School

Helen Wallace, British Gas

Huw Davies-Thomas, David Lloyd Leisure

I

Iain Shorthose, Interserve

Ian Haydon, Aviva

J

Jackie Ducker, Kier Group

Jacqueline Starr, ATOC

Jacqui Taggart, Abellio ScotRail

James Geller, Habitat

James John, Barclays

Jamie Balloch, Vodafone

Jan Waters, Sovereign Housing

Jane Dickinson, LV=

Jane Newens, The Open University

Jane Peter, Royal Bank of Scotland

Jane White, Vision Express

Janette Cross, Foyles (W&G Foyle)

Jennifer Baldwin, Barclays

Jenny Burns, Just Retirement

Jeremy Ellis, TUI UK & Ireland

Jessica Waters, Maplin

Joel Tortolero, Virtual1

John Barr, AmicusHorizon

John Davidson, National Express Trains

John Mackie, Dixons Carphone



John Patterson, Sage UK
Jon Lott, Swiss Re
Jorge Mascarenhas, O2, Telefónica UK
Josephine Ray, Sage Group
Julian Sills, Santander Cards UK
Justin Neale, SITA

K

Karen Connell, Barclays
Kate Pearson, John Lewis
Kathryn Darbandi, Thomas Cook Group
Kathryn Lacey, Sky
Kathryn Robinson, TSB Bank
Katie Smith, American Express
Katy Colman, Kcom
Katy Taylor, The Go-Ahead Group
Keira Lyons, British Gas Business
Kelly Iles, RWE npower
Kelly Tolan, Virgin Media
Kerri Ricketts, GTR (Govia Thameslink Railway)
Kerry Davies, Gordons Property Lawyers
Kerry Starling, Openreach
Kirsty Needham, Wm Morrison Supermarkets

L

Lacey Barnfather, BT
Laura Bowyer, Pizza Express
Laura Lee, Molson Coors Brewing (UK)
Lawrence Palk, Parcelforce Worldwide
Leah Fry, Severn Trent Water
Leander Cox, Peabody
Leanne Dawson, Lombard, RBS
Lewis Ryden, Atom Bank
Linda Conner, Prudential Assurance
Linda Gallacher, ScotRail
Lindsay Ratcliffe, Homeserve
Lisa Cobham, Ticketmaster
Lisa Turnedge, Helphire
Liz Habgood, TalkTalk
Liz McGuinness, American Express



Liza Klein, Red Letter Days

Louise Cummings, Bourne Leisure

Louise Gilbert, LV=

Lucy Lowrie, Collect Plus

Luke Biddle, Rexel UK

M

Magdalena Dexter, Jewson

Mandy Griffin, Nationwide Building Society

Marc Lyons, BT

Marc McNeill, Auto Trader UK

Marcus Banks, Virgin Media

Marie Hooper, Elsevier

Marie Skawinski, MetLife

Mark Pollard, News UK

Matt Benson, Legal & General

Matt Hammerstein, Barclays

Matt Lindop, Whitbread

Matt Taylor, Auto Trader UK

Mel Tomlin, Royal Mail

Melissa Dunn, Home Retail Group

Meltem Uysaler, Citi

Michael Sherwood, Atom Bank

Michael Wilson, Iron Mountain

Michaela Murphy, P&O Ferries

Michaela Simpson, Yodel

Michelle Gloder, Dixons Carphone

Mike Massimi, Photobox

Mike Sketch, Yorkshire Building Society Group

N

Natalie Dunn, Sainsbury's

Natalie Thomas, Royal Mail

Natasha Yelland, Guardian News & Media

Neil Jenkinson, National Savings and Investments

Neil Thorington, GfK NOP

Nicola Constantinou, Wm Morrison Supermarkets

Nicola Langley, Onecom

Nikhil Amit, Barclaycard

Nikki Boore, HSBC



Nikolai Evans, TUI Travel

Nygel Scourfield, FirstPort (UK)

O

Ola Agboola, ProQuest

Olga Potaptseva, Domestic & General

P

Patrick Dignan, AutoRestore

Patrick Lemaigre, Aspria

Paul Aldridge, Virgin Media

Paul Burrows, AXA UK

Paul Nickson, British Gas

Paul Sands, Bang & Olufsen

Paul Thomas, Rolls-Royce

Paula McKillen, RS Components

Pauline Morning, E.ON

Peter Duys, Samsung

Peter Wealls, Schneider Electric

Phil Andrew, Great Annual Savings Group

Phil Davies, OpenMarket

Phil Moreton, Virgin Media

Piers Croft, London City Airport

Pinaki Jha, O2, Telefónica UK

Priya Khullar, News UK

Punam Sandal, Vuelio

R

Rachael Elliott, UKAR

Rachel Blackmore, Royal Bank of Scotland

Rachel Haworth, Coventry Building Society

Radha Davies, Post Office

Raja Al-Khatib, Vodafone Group

Rakhi Rajani, Travelex

Reuben Arnold, Virgin Atlantic

Ricky Kelly, Pearson

Rob Crabtree, Virgin Media

Rob Keates, Telefónica UK

Rob Oerton, East Midlands Trains

Roger Binks, Intu Properties



S

Sacha Redman, Arco
Sally Ainsworth, United Utilities
Sally Featherstone, Royal Bank of Scotland
Sally Mills, South West Water
Sam Nixon, BlackRock
Sara Protheroe, Pension Protection Fund
Sarah Cooper, Host Europe Group
Sarah Eborall, Barclaycard
Sarah Lander-Scott, TNT
Sarah Ringrose, Autoglass
Sarah Whiddett, Bidvest Foodservice
Scott Drew, Entu
Sean Guillian, AIG
Sean Moore, William Hill
Sean O'Connor, John Lewis
Sean Risebrow, Bupa
Serena Robertson, JUST EAT
Shailesh Grover, Barclays
Sharon Larkin, M&S Bank
Shashi Verma, Transport for London
Simon Carpenter, Zurich Insurance Company
Simon Hunt, Firstsource Solutions
Simon Miller, AXA PPP healthcare
Simon Thrussell, Triumph Motorcycles
Simon Wood, TNS
Sinead Croke, DPD Group UK
Sohini Ghosh, Vodafone
Stefan Elks, British Gas Business
Stella Charman, Southern Housing Group
Stephanie Gordon, Nuffield Health
Stephanie Trubshaw, Electricity North West
Stephen Atherton, Virgin Trains East Coast
Stephen Mitchell, Aviva
Stephen Sangster, Barclays
Stephen Watkins, Boots UK
Steve Gatenby, Barclays
Steve Grycuk, Dow Jones



Stewart Bromley, Atom Bank

Stuart Douglas, Three

Stuart Jones, BT

Stuart Newman, Expedia

Su Martin, EDF Energy

Sue Willis, Santander UK

Sunita Sharma, Hyperoptic

Susan Atefy, Godiva Chocolatier

Suzanne Smith, Experian

T

Terri Westlake, ASOS

Thomas Mercer, EE

Thomas Nicholas, SSE

Tim Foster, Virgin Active

Toby Courtney-Thomas, International Baccalaureate

Toni Adams, Carpetright

Tracey Davies, RWE npower

Troy Warfield, British Airways

V

Valerie Howe, Elekta

Verinder Supria, The Go Ahead Group

Vicky Brookes, Weleda UK

Victoria Eccles, BT

Vikki Smith, M2

Vinay Parmar, National Express

W

Wendy Isherwood, LateRooms.com

Wendy Plumb, Harlequins Rugby Union

Y

Yvonne Starrett, Molson Coors Europe

Z

Zia Zareem-Slade, Fortnum & Mason