



Minutes of the VIVID Board held at the board strategy event on Thursday 15 May 2025 at Marriott County Hall, Westminster Bridge, London, SE1 7PB

Present: Charles Alexander (CA), Group Board Chair
Sandeep Agarwal (SA), Non-Executive Director
Andrew Binnie (AB), Non-Executive Director
Margaret Dodwell (MD), Chief Operating Officer
Naleena Gururani (NG), Non-Executive Director
Jo Moran (JM), Non-Executive Director
Anne-Marie Mountifield (A-MM), Non-Executive Director
Mark Perry (MP), Chief Executive
Ian Playford (IP), Non-Executive Director
Tristan Samuels (TS), Group Development & New Business Director
Caroline Stockmann (CS), Non-Executive Director Designate
Shena Winning (SW), Non-Executive Director

In Attendance: Abi Kee (AK), Board Observer
Tom Robinson (TR), Executive Director Assets and Sustainability
Duncan Short (DS), Group Resources Director

Apologies: None

DECISIONS TAKEN BY THE VIVID BOARD

VB 030/25 **Customer experience strategy**
The board approved the customer experience strategy