

# AIPC 2018 London JULY 1-4



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For security reasons we kindly request that badges are worn at all times.

## SATURDAY | JUNE 30

TIME	LOCATION	EVENT
FROM 10:00	<b>Novotel and The Aloft</b>	Your on-site registration documents will be available at your hotel reception desk, along with other conference materials.
<i>For those not staying at the Novotel or Aloft: please collect your registration documents at the Novotel reception desk.</i>		
17:00- 19:00	<b>Novotel</b>	<b>Pre-Conference Welcome Reception</b> Get into conference mode at an informal get-together with colleagues.
With views towards Canary Wharf, the O2 and the Emirates Air Line Cable car, our welcome reception will be held on the Upper Deck Bar and Terrace at the Novotel, located at the heart of London's Royal Docks area.		
Casual dress; drinks and cocktail snacks will be provided.		
Evening drinks at the Novotel London ExCeL		

## SUNDAY | JULY 1

10:00- 16:00	<b>Novotel and The Aloft</b>	Your on-site registration documents will be available at your hotel reception desk, along with other conference materials.
14:30- 15:45	<b>The Aloft Hotel XYZ Bar</b>	<b>First Time Attendees and New Members Welcome and Orientation</b> Meet the AIPC Board of Directors and management team; get a quick orientation to AIPC and find out how to make the most of your Conference experience.
16:00- 16:15	<b>Depart Aloft</b> <b>Depart Novotel</b>	<b>Official Welcome Reception and Dinner: See London Differently!</b> Guests walk from The Aloft Hotel (10 minutes) or Novotel Hotel (3 minutes) to the Emirates Air Line Cable Car station at the west end of the ExCeL campus, and gain access to the cable cars by showing their AIPC conference badge. Dress code: smart casual
16:30	<b>Emirates Air Line Cable Car</b>	Crossing the Thames on the Emirates Air Line Cable Car, we start our reception with a unique perspective on London from nearly 90ft in the air and including Canary Wharf, the Olympic Park and the Royal Greenwich observatory.
17:00	<b>Board the Silver Sturgeon</b> (for departure at 17:15)	We'll then join the Silver Sturgeon, a 21st century contemporary 'River Yacht' experiencing a stunning private evening charter along the Thames with London's iconic riverscape, from the Houses of Parliament to the London Eye while enjoying delicious food and drink en route. Embarkation location: North Greenwich Pier Any delegates not taking the cable car will need to take the DLR to Canning Town and then the Jubilee line one stop to North Greenwich. The pier is a five-minute walk from the tube station.
FROM 20:15	<b>Arrival at Canary Wharf Pier</b>	Return to the hotels by bus Evening drinks at the Novotel

## MONDAY | JULY 2

TIME	LOCATION	EVENT
10:00	Depart the Novotel with an ExCeL host via Docklands Light Railway (DLR)	Accompanying partners: <b>Discover the Tower of London:</b> one of London's most iconic historical attractions and experience a Yeoman Warder and the Crown Jewels.
15:00	Return to the Novotel via DLR	
FROM 08:00	ExCeL London Platinum Suite, Level 2	<b>Registration</b> Welcome coffee and breakfast pastries
09:00	Platinum Suite, Level 3	<b>Official Opening AIPC Annual Conference</b> Welcome address: Jeremy Rees   Acting CEO, ExCeL London AIPC 2018 Opening address: Aloysius Arlando   AIPC President and CEO, Singapore EXPO Convention and Exhibition Centre
09:15	Platinum Suite, Level 3	<b>Centre Business and a World in Transition: What Current Trade and Geopolitical Turmoil Mean for Key Business Sectors</b> <b>Keynote Speaker: Dr Razeen Sally</b>   Co-Director of the European Centre for International Political Economy; Associate Professor at the Lee Kuan Yew School of Public Policy at the National University of Singapore An ongoing discussion about evolving global conditions, including trade and political issues with relevance to the Meetings Industry generally and centres in particular.
10:30	Platinum Suite, Level 2	Coffee break
11:00	Platinum Suite, Level 3	<b>A Regional Perspective on Industry Implications</b> Moderator: Dr. Razeen Sally Panellists: Peter King   Chief Executive, Melbourne Convention and Exhibition Centre Greg O'Dell   President and CEO, Walter E. Washington Convention Center Joachim König   Executive Director, Hannover Congress Centrum A global panel of AIPC members raise regional geo-political perspectives and business concerns.
11:45	Platinum Suite, Level 3	<b>Responding to the Challenge: How a Solid Destination Partnership is Helping London Weather the Brexit Storm</b> Kevin Murphy OBE   Chairman at ExCeL London In the face of potentially dramatic trade realignments / disruptions, key London partnerships are helping the venue industry respond to the challenges that have been created and stabilize ongoing business growth prospects. Here's what's been done – and lessons this experience provides for centres facing similar geopolitical impacts shaping up elsewhere.

## MONDAY | JULY 2

TIME	LOCATION	EVENT
12:30	River Cottage Deli and E16 Café	<b>Lunch</b>
14:00	Platinum Suite, Level 3	<b>From Disruption to Evolution: a Consumer-centric Approach to Rethinking of the Delegate Experience</b> Julia Cyboran   VP Marketing & Communications, C2 Peter King   Chief Executive, Melbourne Convention and Exhibition Centre With increasing demands from organizers and delegates for new and innovative event experiences, here are some of the new approaches being taken to changing the way participants can engage in and enjoy events, and what this may mean for convention centre facilities, services and thinking.
15:00	Platinum Suite, Level 3	<b>2018 AIPC Survey: Centre Performance and Perspectives in an Industry Context</b> Michael Hughes   Managing Director of Research & Consulting, Red7Media The 12th in the series of comprehensive industry performance / outlook surveys of AIPC members will both deliver another step in the trend analysis and add more quantitative measures to compare with other industry sectors, along with special sections in new topic areas.
16:00	Platinum Suite, Level 2	Coffee break
16:30- 17:30	Platinum Suite, Level 3	<b>Private vs. Public Management – Where's the Balance?</b> Moderator: Lyle Hall   Managing Director, Hall Hospitality Advisors Panelists: Panittha Buri   Managing Director, BhiraJ Convention Centre, Bangkok Marc Rodriguez   General Manager, CIB Barcelona Raymond Larivée   President and CEO, Palais des congrès de Montréal Michael Hughes   Managing Director of Research & Consulting, Red7Media Both public and private management models are in active use around the world. What has experience taught us about their relative benefits and shortcomings? How are decisions being made as to which approach is most appropriate, and what might the future look like?
Evening at Leisure Explore London with Colleagues and AIPC Business Partners Evening drinks at the Novotel		

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TIME	LOCATION	EVENT
10:00	Departure from the Novotel with ExCel host and travel via Jubilee line to Green Park	Accompanying partners: <b>London Walking Tour</b> A walking tour starting at Buckingham Palace includes 'secrets and sights' around Pall Mall, Green Park and St James and finishes at Bond Street for some shopping.
15:00	Return to the Novotel via Jubilee line	
FROM 08:00	ExCel London Platinum Suite, Level 2	Welcome coffee & breakfast pastries
09:00	ExCel London Platinum Suite, Level 3	<b>Securing and Retaining Talent in a Global Competition</b>
<b>Keynote Speaker: Avinash Chandara</b> Group Learning and Development Director, MCI Group		
As the labour market tightens and competition for talent intensifies, centres need to consider what it takes to prevail in a time when potential employees at all levels have many options as well as different expectations and attitudes.		
10:00	Platinum Suite, Level 3	<b>Specialized Recruitment and Training for an Industry in Transition</b>
Moderator: Avinash Chandara		
Panellists: Samantha Glass   Director of Corporate Affairs and Communication, ICC Sydney Olga Figuerola   Corporate HR Director, Selenta Group Eric Van Piggelen   CEO, Borneo Convention Centre Kuching		
Given the growing urgencies and challenges in many areas for the recruitment and retention of the best talent, what are centre managers already doing and / or planning to enhance their work forces – and what success have these initiatives had?		
11:00	Platinum Suite, Level 2	Coffee break
11:30	Platinum Suite, Level 3	<b>Exhibitions: Consolidation, Convergence and Specialization</b>
Kai Hattendorf   Managing Director / CEO at UFI Douglas Emslie   Group Managing Director, Tarsus		
As exhibitions are evolving their business models and formats, venues need to respond to changing demands around centre design, technology and services. UFI shares latest data on venue trends around the world, and has a leading organiser share how he believes venues should evolve.		

TIME	LOCATION	EVENT
12:30	Waterfront Restaurant at CentrEd	Lunch hosted by IMEX
14:00	Platinum Suite, Level 3	<b>Hotels Trends and Implications for Centre Business</b>
Thomas Emanuel   Director of Business Development at STR		
As both essential partners and off-time-competitors, the global trends affecting hotel management and investment have big implications for convention centres. Now as we appear to be at the peak of the economic cycle, issues of hotel partnership, pricing and availability are again becoming a matter of more urgent priority.		
14:50	Platinum Suite, Level 3	<b>Working in the Hotel Interface</b>
Moderator: Lyle Hall   Managing Director, Hall Hospitality Advisors		
Panelists: Thomas Emanuel   Director of Business Development at STR Allan Linneberg-Agerholm   CEO, Bella Center Copenhagen Nina Kressler   President & CEO, Shaw Centre, Ottawa		
As hotels prospects and priorities change, centres are increasingly facing new factors in managing the critical accommodation factor in their respective destinations. What are the big issues, and how are these being addressed?		
15:45	Platinum Suite, Level 2	Coffee Break
16:15- 17:15	Platinum Suite, Level 3	<b>AIPC Apex Award 2018 and the AIPC Client Satisfaction Survey Program: a New Synergy</b>
Michael Rodenburgh   Executive Vice President, Ipsos		
A new chapter in the most rigorous and best-documented industry award and how it ties into a new and cost-effective way to access a high-quality survey tool to adopt for your centre.		
18:30	Departure by bus from the Novotel and Aloft	<b>Drinks Reception and AIPC Award Dinner</b>
The AIPC Award Dinner is a traditional high point of the Annual Conference where we will announce the winner of the <b>2018 AIPC Apex Award</b> . It will take place at the Queen Elizabeth II Centre in the heart of Westminster adjacent to Big Ben and the Houses of Parliament, and directly opposite Westminster Abbey – a location steeped in history. Here we will enjoy a dinner combining fresh, sustainable and seasonal ingredients, courtesy of QEI Taste.		
Dress code: business suit and lounge dress		
22:30	Return to the hotels by bus	Evening drinks at the Novotel

TIME	LOCATION	EVENT
FROM 08:00	ExCel London Platinum Suite, Level 2	Welcome coffee and breakfast pastries
09:00	ExCel London Platinum Suite, Level 3	<b>Business Strategies for Challenging Times</b>
<b>Keynote Speaker: Roger Martin-Fagg</b>   Director, Martin-Fagg Associates		
A business process expert provides guidance for how centres can chart a course for business planning appropriate to the complexities of a more challenging operating and market environment.		
10:00	Platinum Suite, Level 3	<b>AIPC Global Benchmarking Initiative: The Year 2 Analysis</b>
Matthew Klas   Director, HLT Advisory Inc.		
With solid initial participation, this new AIPC program initiative will be delivering the second round of in-depth centre operating data with an overview of study conclusions and an explanation of what ongoing study participants can expect in terms of ongoing insights and analysis.		
10:30	Platinum Suite, Level 2	Coffee break
11:00	Platinum Suite, Level 3	<b>AIPC 60<sup>th</sup> General Assembly</b>
Aloysius Arlando   President AIPC		
AIPC's business session will feature a full program update as well as all the important elements of the General Assembly and insights into our next conference destinations.		
<ul style="list-style-type: none"> <li>• President's Management Report</li> <li>• AIPC Program Update</li> <li>• Financial Report</li> <li>• Presentation of New Members</li> <li>• Board Elections</li> <li>• Presentation of Strategic Business Plan 2018-2019</li> <li>• Program Budget and Membership Fee 2019</li> <li>• AIPC Conference 2019: Presentation Flanders Meeting &amp; Convention Center Antwerp</li> <li>• AIPC Conference 2020: Invitation</li> </ul>		
12:45	ExCel London Platinum Suite, Level 2	<b>Closing lunch hosted by Flanders Meeting &amp; Convention Center Antwerp</b>
14:15	ExCel London site visit	

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