

AIPC 2019

Antwerpen

JUNE 23-26



AIPC
ANNUAL
CONFERENCE

AIPC | Marianne de Raay
marianne.de.raay@aipc.org
(32) 496 235327

**FLANDERS
MEETING &
CONVENTION
CENTER**
ANTWERP

FMCCA
(32) 492 152569

STAY CONNECTED!

Go to 'settings' on your mobile device and select the wifi option. Click on 'KMDA Free' – no password required.

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

SATURDAY | JUNE 22

TIME	LOCATION	EVENT
14:00	Radisson Blu Astrid Hotel and Hotel Indigo Antwerp-City Centre	Your on-site registration documents will be available at the hotel reception and include your conference badge, a pocket program and other conference materials.

For those staying at other hotels: please collect your registration documents from the Radisson reception desk. From June 24 onwards: your envelope will be available at the FMCCA – AIPC desk.

SUNDAY | JUNE 23

Radisson Blu Astrid Hotel and Hotel Indigo Antwerp-City Centre	Your on-site registration documents will be available at the hotel reception and include your conference badge, a pocket program and other conference materials.
--	---

14:30-15:45	Flanders Meeting & Convention Center Antwerp: Bugatti Room	First Time Attendees and New Members Welcome & Orientation
		Access via main entrance of the Antwerp ZOO

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.

16:00-22:30	Antwerp ZOO	Antwerp Destination Experience, Welcome Reception & Informal Dinner
--------------------	-------------	--

Departure from Antwerp ZOO main entrance	Antwerp City Walk
--	-------------------

Discover a charming medieval town with remarkable buildings and narrow streets with interesting historical facts and anecdotes.

Antwerp ZOO-Grand Café Flamingo

From Grand Café Flamingo we will walk through the enchanting sleeping ZOO to the completely revamped Aquarium where this 1911 Belle Epoque building shines as never before and brings back the grandeur of the turn of the century.

Antwerp ZOO-Aquarium	Diamond Cocktail and Aquarium Experience Dinner
----------------------	---

You will be welcomed at the Belle Epoque Square near the Aquarium for an exclusive Diamond Cocktail. Every glass of champagne holds a beautiful zirconia, but one has an authentic diamond! Once you've enjoyed a glass of champagne, you can check the authenticity of your 'stone' with one of the diamond experts to find out if you are the lucky owner of the real diamond!

Dress code: smart casual

Evening drinks at the Made in Antwerp Bar at the Radisson

MONDAY | JUNE 24

TIME	LOCATION	EVENT
10:00-12:30	Chocolate Nation next to Radisson Hotel	Accompanying Partners: Chocolate Experience at Chocolate Nation

The workshop is held in one of the ateliers of Chocolate Nation, the world's largest Belgian Chocolate Museum. A delicious workshop!

FROM 08:00	Flanders Meeting & Convention Center Antwerp: Marble Hall	Registration Welcome coffee and breakfast pastries
		Access via main entrance of the Antwerp ZOO

09:00	Queen Elisabeth Hall	Official Opening Ceremony AIPC Annual Conference
--------------	----------------------	---

Welcome address: Dries Herpolaert | CEO, FMCCA

Opening ceremony: A Unique Themed Performance "Room with a ZOO!"

Conference welcome: Aloysius Arlando | President, AIPC

09:30	Queen Elisabeth Hall	Global Disruption; Industry Impacts
--------------	----------------------	--

Keynote Speaker: Dr Linda Yueh | Adjunct Professor of Economics at London Business School, and a Fellow in Economics at St Edmund Hall, Oxford University

Once again, our conference will be taking place at a point of significant geopolitical global turmoil and expectations of an economic correction accompanied by escalating trade disputes and uncertainties around Brexit-driven EU issues. To help make sense of it all and put these global events into an industry-specific perspective we will have a recognized international economist and commentator as our opening keynote.

10:30	Queen Elisabeth Hall	Feedback: Local Implications
--------------	----------------------	-------------------------------------

Every "Big Picture" has local implications – this interactive session will explore these in detail with our keynote.

Facilitator: Dr Linda Yueh

10:50	Marble Hall	Coffee break
--------------	-------------	--------------

11:20	Atrium	Insights from Key Clients: Recovery and Resiliency: Are We Better Prepared This Time?
--------------	--------	--

Panellists:

Isabel Bardinet | CEO, European Society of Cardiology

Kai Hattendorf | CEO, UFI

Jurriaen Sleijster | President & COO, MCI (representing IAPCO)

Chantal Van Es | Head of Sibos, SWIFT

Moderator: Rod Cameron | AIPC

The Global recession that began in 2008 was a learning exercise for all – but how much did we really learn as an industry, and how prepared are we for the next downturn? An exploration of how leaders from key client sectors see their prospects and challenges – and what the implications of their changing world may have for centre business.

MONDAY | JUNE 24

TIME	LOCATION	EVENT
12:30	Marble Hall & ZOO Gallery	Lunch hosted by IMEX

14:00	Atrium	Aligning Perspectives: How We See 2020 – and Do Our Clients See Things as We Do?
--------------	--------	---

Michael Hughes | Managing Director of Research & Consulting, Red7Media

A first-time comparison of the results of the new AIPC Client Perspective Survey with the 2019 Annual Member Survey will provide new insights into how well our client's issues, concerns and expectations align with those of centres and where there is divergence that demands more exploration and dialogue.

15:00		Specialty Focus Sessions:
--------------	--	----------------------------------

Okapi room 2 **CFO Focus:**

AIPC Benchmarking Review and Strategy Workshop

Presenter: Matthew Klas | Director, HLT Advisory Inc. with AIPC CFO Committee

Okapi room 3 **Sales & Marketing Focus:**

Best of the Summits: from Digital Marketing to Subvention, where are we and what's coming?

Presenters: Idoia Rodes | President MCI Benelux and Alessandro Cortes | CEO, ESTRO

Facilitator: Barbara Maple, Chair, AIPC Summits and AIPC Academy

Gorilla room 1 **Facility Operations Focus:**

Report-Out and Implementation Strategy for the AIPC Security Guidelines

Presenters: Glenn Schoen | CEO of Boardroom @ Crisis BV and Michiel Middendorf | General Manager, World Forum Convention Center

16:00	Marble Hall	Coffee break
--------------	-------------	--------------

16:30		Breakout sessions cont'd
--------------	--	---------------------------------

17:15-18:15	Marble Hall	Drinks Reception hosted by AIPC's Business Partners
--------------------	-------------	---

Evening at Leisure

Explore Antwerp with Colleagues and AIPC Partners

Evening drinks at the Made in Antwerp Bar at the Radisson

STAY CONNECTED Free wifi at the FMCCA

Go to 'settings' on your mobile device and select the wifi option. Click on 'KMDA Free' - no password required.

TIME	LOCATION	EVENT
7:00-8:00	Antwerp ZOO	Morning Run or Walk & Tai Chi session
10:00	Departure from Radisson Hotel	Accompanying Partners: Antwerp Fashion Tour, guided by fashionista & famous local storyteller Tanguy Ottomer
12:30	Return to Radisson Hotel	
FROM 08:00	Flanders Meeting & Convention Center Antwerp: Marble Hall	Welcome coffee and breakfast pastries
08:30	Atrium	BrainShare: Strategies for Practical Outcomes
 <p>Keynote Speaker: Oscar Cerezales Chief Operating Officer Asia Pacific / Global Director Association Services, MCI Group</p> <p>This extended session will be a delegate workshop in an alternative setting and format to both explore practical strategies for responding to identified industry challenges and to demonstrate how entirely new formats are increasingly being used by organizers to enhance participation and outcomes, based on a custom-designed platform for AIPC and led by a knowledgeable and innovative industry figure.</p>		
	Marble Hall	Permanent Brain Refreshments
13:00	BrainShare Stations	Working Lunch
13:45	Atrium	BrainShare Results Presentation
14:00	Marble Hall	Dessert and Coffee
14:30	Atrium	Adaptive Design: Creating New Opportunities in a Fixed Envelope
<p>Raphael Vinoly, Partner LMN Architects</p> <p>Adam Paulitsch Designer Associate Principal POPULOUS</p> <p>From E-Sports to concerts, the demands on centres wanting to access new business opportunities carry an array of new demands, many of which were never anticipated in the original design. Two leading public space architects provide examples of how creative re-purposing can help – and what it means to centre owners and managers.</p>		
15:30	Marble Hall	Coffee break

TIME	LOCATION	EVENT
16:00-17:00	Atrium	Creativity in Action: New Ideas from the AIPC Innovation Awards
<p>Pecha Kucha: Panel of Award Finalists</p> <p>An array of creative new ideas and developments in a wide range of centre management and operational areas with a “Pecha Kucha” overview to help guide your vote for the Delegate’s Choice Award to be made that evening.</p> <p>Innovation Award Finalists:</p> <p>Abu Dhabi National Exhibition Centre: The Hive by ADNEC</p> <p>Adelaide Convention Centre: Honest Goodness: feel good, whole food, made fresh</p> <p>Tampere Hall Congress and Concert Centre: Service design project</p> <p>Cape Town International Convention Centre: A self-sustaining international convention centre</p> <p>Halifax Convention Centre: Halifax Convention Centre’s Primary Point of Contact</p> <p>m:com – Congress Center Rosengarten: Customized online sales tool</p> <p>Suntec Singapore Convention & Exhibition Centre: Suntec Singapore’s Hybrid - An Innovative Visualisation Tool</p> <p>EXPOFORUM Convention and Exhibition Centre, St Petersburg: ExpoForum wi fi monitoring system</p> <p>International Convention Centre Sydney: ICC Sydney’s innovative Real Time Asset Tracking System, “iTrack”</p> <p>Tampere Hall Congress and Concert Centre: Community Engagement</p>		
19:30-22:30	Antwerp ZOO Flamingo Square and Marble Hall	Drinks Reception and AIPC Award Dinner
<p>The AIPC Award Dinner, a traditional high point of the Annual Conference, is where we will announce the winners of the 2019 AIPC Innovation Award.</p> <p>Dress code: business suit and cocktail dress</p> <p>Evening drinks at the Made in Antwerp Bar at the Radisson</p>		

THANK YOU TO OUR 2019 CONFERENCE HOST



a room with a ZOO

TIME	LOCATION	EVENT
FROM 08:00	Flanders Meeting & Convention Center Antwerp, Marble Hall	Welcome coffee and breakfast pastries
09:00	Atrium	New Tech on the Way: How “Big Picture” Developments Today will Shape Centre Requirements of the Future
<p>Keynote Speaker: Sophie Hackford CEO 1715 Labs</p> <p>Technology and technology management remain one of the largest concerns and investment requirements for centres around the world. This session will deliver advance knowledge of new developments about to hit the pavement globally to give centres managers a leg up on what they can expect clients and delegates to be looking for and what the operational and investment implications are likely to be from a leading global technology Futurist.</p>		
10:00		Workshop: Yes, But What Does This Mean to Me?
<p>In a follow-up workshop to Sophie’s presentation, the practical implications of her vision will be explored, and action steps identified that can help centres identify and plan for an evolving future.</p>		
10:30	Marble Hall	Coffee Break
11:00	Atrium	AIPC 61st General Assembly
<p>Aloysius Arlando President AIPC</p> <p>AIPC’s business session will feature a full program update as well as all the important elements of the General Assembly.</p> <p>President’s Management Report</p> <p>AIPC Program Update</p> <p>Financial Report, Program Budget and Membership Fee 2020</p> <p>Presentation of New Members</p> <p>Board Elections</p> <p>Presentation of Strategic Business Plan 2019-2020</p> <p>Invitation for AIPC 2021</p>		
12:15	Atrium	Closing Remarks G3 and AIPC – a New Era Begins
<p>Our AIPC President sums up the event – and announces a new and ground breaking alliance that begins a new era of collaboration for AIPC and industry partners.</p>		
12:30	Atrium	Welcome and Presentation from Our 2020 Host
<p>Günther Beissel CEO, Malaysia International Trade and Exhibition Centre</p>		
12:45-14:00	Marble Hall	Closing lunch hosted by Malaysia International Trade and Exhibition Centre, Kuala Lumpur



ACCESS THE AIPC CONFERENCE APP



- 1 | Download the **AIPC application**
- 2 | Select AIPC Annual Conference Antwerpen
- 3 | enter:

Username: your email address
Password: **antwerp2019** (case sensitive)



iOS devices | The App is available for iOS devices | iPhone/iPad via the App store. Your tablet/smart phone will prompt you to provide your Apple-ID password.



Android | Samsung, HTC, Nexus etc.
Access the App via Google Play Store

Mobile Web | Blackberry and Nokia users can download the App via: <https://aipc.lumientapp.eu/#/>
Select ‘Search’ and download the AIPC App

You can also use the App on your iPad or tablet during the conference.