

AIPC Facility Operations Summit Barcelona, November 27, 2023 AGENDA

Mark Your IBTM World Calendar Now for the 2023 Edition of AIPC's Facility Operations Summit | November 27

Theme Excellent Operations = Unique Experiences

This education programme grants 8 UCP credits.

The AIPC Facility Operations Summit provides an engaging forum for issues and opportunities associated with a new era of growing digitization of the industry and implications this has for centre management.

Amongst the areas to be explored will be what's trending in event logistics, risk and crowd management, security and cybersecurity, changing tech requirements, responding to new event formats and the renewed importance of sustainable practices covered by the UN Sustainable Development Goals and now a subject of focus for centres wishing to demonstrate their social responsibility credentials.

Sessions will also incorporate key discussion topics that have proven to be highly popular and of practical use in previous events, including:

- Our annual industry update with a focus on venue operation
- The hands-on venue experience and knowledge exchange
- A supplier marketplace featuring centre-specific products
- Factors in managing the sales to event services handover

This event is a must-do for all centres needing the very latest information and insights into today's most pressing facility operations issues!

Day 1: Monday, November 27th 2023

Location: Barcelona International Convention Centre (CCIB) > Meeting room 113

Address: Rambla Prim 1-17, 08019 Barcelona

Access: will be through Entrance Door A and escalator B

Pedestrian access Pl. Leonardo da Vinci

08:30 - 09:00	Registration & coffee
09:00 - 09:05	Opening Remarks Presenter: Sven Bossu CEO AIPC
09:00 - 10:00	Opening keynote: Leadership 2.0 How does the future look like and what is the impact on leadership. Presenter: Sandy Kennedy Entrepreneurial Scotland
10:00- 10:45	Cyber Security: an accident waiting to happen Cyber Security should keep everybody awake at night, convention center leaders included. This session will provide insight on actions to take, based on real case studies. Presenter: Robert McClure Paratus
10:45 - 11:15	Networking break
11:15 – 12:00	AV: latest trends and more In this session, we will touch upon both the changing look & feel of congresses and some of the technical aspects like AV over IP and presentation management. Presenters: Marco Noordegraaf Operations Manager ACS Jarno de Boer Business Development Director ACS
12:00 – 13:00	Sustainability: from barriers to solutions in 60 minutes In this interactive workshop, we will identify the biggest barriers faced by convention centers and attempt to find solutions for the top 3 barriers. Facilitated by Sven Bossu CEO AIPC
13:00 - 14:00	Lunch

14:00 – 14:30	Sustainability: how to get delegates involved in the journey towards carbon zero? (partially hybrid)
<p>How can delegates be nudged towards behavior which supports the sustainability objectives of both venues and organizers? Presentation of a possible community solution & discussion.</p> <p>Presenters:</p> <p>Prachi Shevgaonkar Climate Change advisor Cool the Globe</p> <p>Elaine Legault Vice President, Events & Client Expérience Palais des Congrès de Montreal</p>	
14:30 - 15:15	Technology as an enabler
<p>Convention centers worldwide are suffering from a lack of resources. How can technology be used to become more efficient and leverage efforts by the teams working in convention centers?</p> <p>Presenter: Luke Woolley OnePlan</p>	
15:15 - 16:00	The Challenge of Late Bookings – how to change customer behavior
<p>Late bookings have a big impact on venue operations and can even impact service levels. So how do we get customer to book earlier and accurately? Lars Moratz from Bellagroup will provide us with an insight on how they are addressing the challenge and how customers react.</p> <p>Presenter: Lars Moratz Conference Sales Team Leader Bella Group</p>	
16:00 – 16:15	Networking break
16:15 – 17:00	Accessibility: a journey (hybrid session)
<p>Adam Paulitsch (Populous) and Darby Lee Young (Level Playig Field) will explain their journey in making a new venue truly accessible for all.</p> <p>Presenters:</p> <p>Adam Paulitsch Principal Architect Populous</p> <p>Darby Lee Young Founder Level Playing Field</p>	
17:00 – 17:50	Closing keynote: A global outlook
<p>An overview of global (event industry) trends and the impact they have on convention centers.</p>	

Presenter: **Sven Bossu** | CEO|AIPC

17:50-18:00	Closing remarks Julianne Jammers Executive Director Swisstech Convention Center
18:00-19:00	Cocktail

Day 2: Tuesday, November 28th 2023

9:00 Back of House tour of **Fira Barcelona and ibtmworld** preview