

## **AIPC Operational Excellence Summit Barcelona, 21-22 November 2024 AGENDA**

### **Theme Excellent Operations = Unique Experiences**

The AIPC Operational Excellence 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: Wednesday, November 20<sup>th</sup> 2024 (Optional)**

15:00 - 17:00	<b>Back-of-house visit IBTM (Fira Barcelona)</b>
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### **Day 2: Thursday, November 21<sup>st</sup> 2024**

08:30 - 09:00	Registration & Coffee
09:00 - 09:30	<b>Welcome &amp; Icebreaker</b> Presenter: <b>Sven Bossu</b>   CEO   AIPC

09:30 - 10:30	<p><b>Opening Keynote: "Embracing Failure as a Catalyst for Growth"</b></p> <p>An inspiring keynote that challenges the traditional mindset of avoiding failure at all costs. Explore how embracing failure can lead to innovation, resilience, and operational excellence.</p> <p>Presenter: <b>Sandy Kennedy</b>   Strategy Director   Intelligent Growth Solutions</p>
10:30 - 11:00	Coffee Break
11:00 - 12:30	<p><b>AV: Making It Work. An interactive session</b></p> <p>What are the latest trends in the fascinating world of AV and - more importantly - how do you make them work for your venue and your clients?</p> <p>Presenter: <b>Marco Noordegraaf</b>   Operations Manager   ACS AV Solutions</p>
12:30 - 13:30	<p><b>Networking Lunch &amp; Roundtable Discussions on Challenges Faced</b></p> <p>Enjoy a delicious lunch while engaging in roundtable discussions on various operational challenges. This is an excellent opportunity to share best practices, learn from peers, and foster collaboration.</p>
13:30 – 14:30	<p><b>Sustainability in Action: The Bella Center Case Study</b></p> <p>The Bella Center has been leading the way when it comes to sustainability. How do you create the mindset required for making this happen? What are the steps you need to take? Frida Ulrik-Petersen shares her experiences.</p> <p>Presenter: <b>Frida Ulrik-Petersen</b>   Sustainability Director   Bellagroup</p>
14:30 – 15:15	<p><b>Housing Management 2.0</b></p> <p>How can venues integrate housing in their overall product &amp; service offering and turn it into a revenue generator? David Taylor explains how it can be done by using AI.</p> <p>Presenter: <b>David Taylor</b>   Vice President   BCD Meetings &amp; Events</p>
15:15 – 15:30	Coffee Break
15:30 - 16:30	Speaker TBC

16:30 - 17:30	<p><b>Panel Discussion: "Leading Through Failure"</b></p> <p>Engage in a thought-provoking panel discussion featuring leaders who have navigated through operational failures and emerged stronger. Gain insights into their decision-making processes, crisis management strategies, and lessons learned.</p>
17:30 – 18:30	Back-of-house tour CCIB
18:30 – 20:00	Free time
20:00 – 22:00	<b>Optional: Walking tour in the Old Quarter of Barcelona (2 hours)</b>

**Day 3: Friday, November 22<sup>nd</sup> 2024**

08:30 - 09:00	Welcome Coffee
09:00 - 09:30	<b>Welcome &amp; Management Exercise 1</b>
09:30 - 10:30	<p><b>The Future of Food: the re-construction of a global business</b></p> <p>Presenter: <b>Kevin Watson</b>   Business Director   Levy UK</p>
10:30 - 11:00	Coffee Break
11:00 - 12:30	<p><b>Effective Conflict Management</b></p> <p>Presenter: <b>Angela Herberholz</b>   Founder   Herberholz Mediation Services</p>
12:30 - 13:30	Lunch Break
13:30 – 14:30	<p><b>Security: the LNG 2023 Case Study</b></p> <p>Presenter: <b>Alikie Knight</b>   Director, Venue Operations  Vancouver Convention Centre</p>
14:30 – 15:15	<p><b>Re-building a venue ... from scratch</b></p> <p>Isabelle Lechtman took on the challenge of re-building the Stockholm House of People and will be opening the venue in 2025. In this session she explains the journey and her lessons learned.</p> <p>Presenter: <b>Isabelle Lechtman</b>   CEO   House of People</p>

15:15 – 15:30	Coffee Break
15:30 - 16:30	<b>Cyber Security: How to Avoid Catastrophy. The Events DC Case Study</b> Presenter: <b>Robert McClure</b>   Cyber-security expert   Managing Director   Paratus
16:30 - 17:30	<b>Closure Session: Your Time to Speak (Samoa Circle Discussion)</b>
17:30 – 19:00	Closing Words & Cocktail
19:00 – 22:00	Departures