

**AIPC Facility Operations / Event Management Summit
Barcelona, November 29 – November 30th, 2009**



AGENDA

Day 1: Sunday, November 29

Location: Palau de Congressos de Catalunya > Room B123
Address/entrance : Avenida Diagonal 661-671, 08028 Barcelona

9:00 - 9:05 Welcome Geoff Donaghy, Vice President AIPC

9:05 - 10:00 **Summit Introduction:** Barbara Maple

- Attendee Introductions: Tell us what's happening at your venue and hear what are the top operations issues in convention centres around the world
- Overview of Summit program and goals

10:00 - 11:00 **Implications of Current Industry Trends for Convention Centre Operations:** Rod Cameron

- Challenging industry and market conditions have important implications for facility operations. Get an overview of the latest global trends and how they will impact how you manage your facility, and come prepared to share your own issues as part of the process for finding strategic solutions to today's management challenges.

11:00 - 11:30 Coffee break

11:30 - 12:45 **Operating Standards, Best Practices:** A comparative review of certification models in use today, along with an up-to-date assessment of their importance and application. Guida Sequeira (Lisbon)

- What standards currently exist?
- How can a centre implement these?
- What benefits does implementation of a recognized standard confer on a centre?
- A "how to" guide to the AIPC Quality Standards Program

12:45 -13:30 Lunch: Hotel Rey Juan Carlos I (adjacent) - Polo Restaurant

13:30 -15:30 **Stress and Safety: Keeping Safety Simple.** Steve Richards, MRL

- How the use of safety management systems deliver value for money for clients and venues.

15:30 - 16:00 Coffee Break



- 16:00 - 17:00 **Case Studies on Operational / Event Management Issues:**
Case problems will be presented; attendees will break into groups and prepare a solution for the case problem as assigned
- 17:00 -17:30 Site visit of the Palau de Congressos de Catalunya
- 17:30 Transfer by taxi to **Barcelona International Convention Centre (CCIB)** for site visit and pre-dinner drinks
- Address: Rambla Prim 1-17, 08019 Barcelona
Please take entrance D indicated on the map (attached).
- 20:00 Evening function hosted by EIBTM: Divinus Paseo de Gracia
Address: Paseo de Gracia 28

Day 2: November 30th 2009

Location: Fira Gran Via > Conference Centre room 4.1

Entrance via Avda. Juan Carlos I, 58 - 08908 L'Hospitalet de Llobregat (Barcelona)
See map (attached)

- 9:00 **Welcome by Vanessa Cotton – Chair, Meetings and Incentive Events – Reed Travel Exhibitions**
- 9:05 - 10:30 **Sustainability and Corporate Social Responsibility: Where Do They Fit In?** Jacquie Rogers (Liverpool)
- Green Trends: What's current?
 - Corporate Social Responsibility: More than just good PR!
- 10:30 - 11:00 Coffee Break
- 11:00 -12:15 **The Sales / Operations Interface: Do They Communicate?!**
Andreas Felser – Vereint
Nina Kressler - Halifax
Pavithran Nambiar - Hyderabad
- An opportunity to discuss the best ways to ensure that the sales and operations teams are in sync and offer the seamless service that today's clients increasingly expect
- 12:15 -13:45 Lunch



13:45 -15:15 **Meetings Technology in Troubled Times: How to Do More with Less Corbin Ball**

- Technology is an increasing factor in most aspects of centre operation, management and marketing – but identifying and acquiring the right resources is tougher than ever in these financially challenging times. Here's how to make it work for your centre.

15:15 - 15:45 Coffee Break

15:45 -16:30 **Town Hall Session: Key Operations Challenges and Solutions**

16:30 -16:45 Debrief and program evaluation

16:45 Site visit of the Gran Via venue and Convention Centre

Summit Concludes

Tuesday, December 1: EIBTM visit

In partnership with



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