### SATURDAY | JUNE 22

<table>
<thead>
<tr>
<th>TIME</th>
<th>LOCATION</th>
<th>EVENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00</td>
<td>Queen Elisabeth Hall</td>
<td>Official Opening Ceremony AIPC Annual Conference</td>
</tr>
<tr>
<td>11:00</td>
<td>Antwerp Destination Experience, Welcome Reception &amp; Informal Dinner</td>
<td></td>
</tr>
<tr>
<td>11:30</td>
<td>Breakout sessions cont’d</td>
<td></td>
</tr>
<tr>
<td>14:00</td>
<td>Radisson Blu Astrid Hotel and Hotel Indigo Antwerp-City Centre</td>
<td>Your on-site registration documents will be available at the hotel reception and include your conference badge, a pocket program and other conference materials.</td>
</tr>
<tr>
<td>15:00</td>
<td>Breakout sessions cont’d</td>
<td></td>
</tr>
<tr>
<td>17:00</td>
<td>Breakout sessions cont’d</td>
<td></td>
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**Atrium Adventure**

- **From Grand Café Flamingo**
  - **Time Attendees and New Members Welcome & Orientation**
  - **First Time Attendees and New Members Welcome & Orientation**

**Antwerp ZOO & Convention Center**

- **Antwerp: Marble Hall**
  - **Lunch hosted by IMEX**
  - **Coffee break**

**Antwerp ZOO**

- **Antwerp ZOO**
  - **Coffee break**

**Atrium**

- **Atrium**
  - **Insights from Key Clients: Recovery and Resiliency: Are We Better Prepared This Time?**
  - **Panelists:**
    - 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.*

### SUNDAY | JUNE 23

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</tr>
</thead>
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<tr>
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<td>Queen Elisabeth Hall</td>
<td>Official Opening Ceremony AIPC Annual Conference</td>
</tr>
<tr>
<td>10:00</td>
<td>Chocolate Nation</td>
<td>Accompanying Partners: Chocolate Experience at Chocolate Nation</td>
</tr>
<tr>
<td>12:30</td>
<td>Atrium</td>
<td>Atrium – Aligning Perspectives: How We See 2020 – and Do Our Clients See Things as We Do? 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.</td>
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</tr>
<tr>
<td>15:00</td>
<td>Speciality Focus Sessions:</td>
<td>Okapi room 2 CFO Focus: AIPC Benchmarking Review and Strategy Workshop Presenter: Matthew Klas</td>
</tr>
<tr>
<td>16:00</td>
<td>Marble Hall</td>
<td>Coffee break</td>
</tr>
<tr>
<td>17:15</td>
<td>Marble Hall</td>
<td>Drinks Reception hosted by AIPC’s Business Partners</td>
</tr>
<tr>
<td>18:15</td>
<td>Okapi room 3</td>
<td>Facility Operations Focus: Report-’Out and Implementation Strategy for the AIPC Security Guidelines Presenters: Glenn Schoen</td>
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**For security reasons we kindly request that badges are worn at all times.**
### AIPC BUSINESS PARTNERS

- **ACCES THE AIPC CONFERENCE APP**
  1. Download the AIPC application
  2. Select AIPC Annual Conference Antwerp
  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.lumieventapp.eu/#/
- Mobile Web

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### TUESDAY | JUNE 25

<table>
<thead>
<tr>
<th>TIME</th>
<th>LOCATION</th>
<th>EVENT</th>
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</thead>
<tbody>
<tr>
<td>08:00</td>
<td>Atrium</td>
<td>Drinks Reception and AIPC Award Dinner</td>
</tr>
<tr>
<td>22:30</td>
<td>Antwerp Zoo</td>
<td>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.</td>
</tr>
<tr>
<td>19:30</td>
<td>Antwerp Zoo</td>
<td>Dress code: business suit and cocktail dress. Evening drinks at the Made in Antwerp Bar at the Radisson</td>
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### WEDNESDAY | JUNE 26

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<thead>
<tr>
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<th>LOCATION</th>
<th>EVENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>15:30</td>
<td>Marble Hall</td>
<td>Welcome and Presentation from Our 2020 Host</td>
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### KEYNOTE SPEAKER: SCOTT CHERCALES | CHIEF OPERATING OFFICER
- Asia Pacific / Global Director Association Services, MCI Group

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.

### Atrium

1. **BrainShare: Strategies for Practical Outcomes**
2. **BrainShare Results Presentation**
3. **BrainShare Stations Working Lunch**

### Atrium

1. **Adaptive Design: Creating New Opportunities in a Fixed Envelope**
   - Raphael Vinoly, Partner | LMW Architects
   - Adam Paulitsch Designer | Associate Principal POPULOUS

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.

### Atrium

1. **Community Engagement**

### BrainShare: Strategies for Practical Outcomes

**Time:** 08:30

**Location:** Atrium

**Event:** BrainShare: Strategies for Practical Outcomes

**Keynote Speaker:** Oscar Cercales | Chief Operating Officer Asia Pacific / Global Director Association Services, MCI Group

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