



EMERGENCY MANAGEMENT & BUSINESS CONTINGENCY SUMMIT

Book and pay before 13 August 2015
to save US\$300!

IAEM members will receive a
20% discount off the standard
conference price!*

*Offers cannot be combined

Main Summit: 7 – 8 October 2015
Habtoor Grand Beach Resort & Spa, Dubai, UAE

Hosted By:



Participating Organisation:

UNITED ARAB EMIRATES
THE SUPREME COUNCIL FOR NATIONAL SECURITY
National Emergency Crisis and Disaster Management Authority



الإمارات العربية المتحدة
المجلس الأعلى للأمن الوطني
الهيئة الوطنية لإدارة الطوارئ والأزمات والكوارث

Supporting Partner:

بلدية دبي
DUBAI MUNICIPALITY



Supported By:



Improving security, centralised command center coordination and business contingency resilience

Speakers & Advisory Board:



His Excellency Khaled Al Mansouri
President
International Council
IAEM



Clay Tyeryar
Deputy Director
IAEM



Ellis Stanley Sr.
Chairman of Global
Board
IAEM

VIP Distinguished Keynote Speakers



Colonel Khalid Nasser Al Razooqi
General Director
Smart Services
Dubai Police, UAE



Dr. Saif Juma Aldhaheeri
Director of Safety &
Prevention
NCEMA, UAE



Naseem Mohammed Rafee
Head of Consumer
Products Safety Section
Dubai Municipality, UAE

Exclusive Speaker Board:

- **Nasser Al Buhairy**, Chief Security Officer & Head of Emergency Response Coordination Unit, **Kuwait Oil Company, Kuwait**
 - **Peter Johnson**, Chevron HSE Trainer & Former Incident Commander (9/11 Response Team), **FEMA, United States**
 - **Alaa Abdallah**, Executive Risk & Crisis Management, **Petronas, Malaysia**
 - **Hassan Mashhadi**, Emergency Coordinator for over 100 countries, **NATO, Netherlands**
 - **Saif Al Maskari**, Head of Fire Loss Prevention, **Emirates Global Aluminium (EGA), UAE**
 - **Ali Asad**, Head of Emergency Response (Retired), **Kuwait Oil Company, Kuwait**
 - **Dr. Humaid Al Kindi**, Manager - Emergency Management Division, **Environment Agency - Abu Dhabi (EAD), UAE**
 - **Dr. Ahmed Rady**, Risk, Crisis & Emergency Advisor, **Environment Agency - Abu Dhabi (EAD), UAE**
 - **Dr. Devasia K.J.**, Head of Emergency & BCM, **Bengaluru International Airport Limited, India**
 - **Kamal Kannan**, Deputy Telecom Manager, **Petrofac, UAE**
 - **Mohamed Bensahraoui**, HSE Advisor(Major Projects), **ADMA-OPCO, UAE**
 - **Kevin Smith**, Former Emergency & BCM Specialist, **Kuwait Oil Company, Kuwait**
 - **Dr. Abdulkarim Bensaili**, Advisor - International Relations, **Red Crescent, UAE**
 - **Dr. Ronald Blough**, M.S. Emergency Services Management & Faculty Paramedic Programme, **Higher Colleges of Technology (Dubai Men's College), UAE**
 - **Captain Ashraf Mabrouk**, Former Harbour Master, **Abu Dhabi Ports Company, UAE**
- And many more...

Top reasons to attend:

- Understand how to build a unified command center and enhance its technological capabilities for smooth coordination of crisis management activities
- Learn how to improve security resilience with enhanced intrusion detection, electronic surveillance and monitoring equipment with early warning alarm systems
- Determine best practices for planning and executing a comprehensive crisis management system to enable preparedness at all levels of the organisation and the nation as a whole
- Discover best practices in incident response to prevent damage and ensure business continuity
- Gain insight on crisis communication and media management in coordinating emergency activities to improve reputation management index
- Enhance preparedness by use of technologies like GIS, EMS, notification systems, satellite back ups and others to prevent losses and ensure the highest HSE standards
- Know the way forward in creating a paradigm leadership shift of production/profit-centric to security/sustainability-centric decision making, to enable both horizontal and vertical collaboration

Networking Sponsors:



Associate Sponsor:



Media Partners:



CRISIS RESPONSE



Organised By:



For more information or to register – +971 4 364 2975 enquiry@iqpc.ae

@iqpcmena www.emergencymanagementme.com

Event Overview



Dear All,

The GCC, especially UAE, has been at the forefront of emergency response and crisis management. The idea behind improving resilience of crisis management systems is to evolve with the threat landscape, whether physical or virtual, and then build subsequent plans to enhance preparedness. In UAE, we believe when managing crises and emergencies, we need

to have the right business contingency plan backed with a robust and comprehensive joint coordination with various stakeholders both at local as well as federal level, to protect lives and property.

At International Association of Emergency Managers (IAEM) we believe in promoting the "Principles of Emergency Management" and representing professionals whose goals are saving lives and protecting property and the environment during emergencies and disasters.

We are pleased to announce that this year, IAEM along with International Quality & Productivity Centre (IQPC), will host The Emergency Management & Business Contingency Summit from 7- 8 October 2015 in Dubai, United Arab Emirates. With over 30 years of organising this event in the United States, we are extremely pleased to have chosen Dubai for the inaugural launch of IAEM's distinguished event for the GCC and Middle East region.

The summit will present attendees with information needed to meet the new challenges that lay ahead and an opportunity to network with their peers participating at all senior levels. The summit features a panel of experts presenting a variety of topics from national security, critical infrastructure protection, emergency response, enterprise risk management, fire safety and civil defence contingency planning.

The event also offers a fantastic business opportunity for operators to meet solution providers and work together in tandem for a better future. I take this opportunity to invite you to join us at this prestigious event in making UAE and the GCC region safer and more secure.

I wish to express thanks to the supporting organisations, speakers, sponsors, advisors, media partners and delegates for their interest and participation, wishing this conference all the best of success and to our honourable guests a happy stay in the UAE.

**His Excellency Khaled Al Mansouri,
President International Council, IAEM**

P.S. The IAEM Global Board of Directors meeting will be held on 5-6 October 2015 in Dubai before the 2 day summit.



Who should attend?

- Emergency Managers
- Incident Commanders
- Federal Coordinating Officers
- Disaster Planners
- Fire Chiefs
- Homeland Security Professionals
- Police Chiefs & Officers
- Communications System Specialists
- Healthcare Disaster Professionals
- Crisis and Risk Managers
- HSE Managers
- Contingency Planners
- Incident Response Managers
- Civil Defence Authorities

Who should sponsor and exhibit?

- Communication Systems
- Damage Restoration Firms
- Detection Devices
- Emergency Management Consulting
- Emergency Management Software
- Emergency Vehicles
- EMS Medical Equipment
- Exercise and Training Products
- Geographic Information Systems
- Notification Systems
- Preparedness Equipment
- Protective Clothing
- Risk Management
- Satellite Technologies
- Early Warning Systems



IQPC provides business executives around the world with tailored practical conferences, large-scale events, topical seminars and training programmes, keeping them up-to-date with industry trends, technological developments and the regulatory landscape. IQPC conferences are market leading "must-attend" events for their respective industries. IQPC produces more than 1,700 events annually around the world, and continues to grow. Founded in 1973, IQPC now has offices in major cities across six continents including: Bengaluru, Berlin, Dubai, London, New York, Singapore, Sydney, Tampa, and Toronto. IQPC leverages a global research base of best practices to produce an unrivalled portfolio of conferences. www.iqpc.ae

For more information or to register – +971 4 364 2975 enquiry@iqpc.ae

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Summit Day One – Wednesday, 7 October 2015


08:00 Registration, refreshments and networking

Welcome Keynotes

08:50 Welcome remarks by IQPC and Event Chairman
His Excellency Khaled Al Mansouri, President, **International Council, IAEM**
Welcome keynote
Ellis Stanley Sr., Chairman of Global Board, **IAEM**

08:55 VIP keynote speech by Colonel Khalid Nasser Al Razooqi, General Director Smart Services, **Dubai Police, UAE**

VIP Plenary Session

09:10 Enhancing a centralised command center unit and national security response plan to coordinate all crisis management efforts
 Dr. Saif Juma Aldhaheeri, Director of Safety & Prevention, **NCEMA, UAE**

09:40 Dubai Municipality keynote: Enhancing emergency management programmes with all stakeholders
 Naseem Mohammed Rafee, Head of Consumer Products Safety Section, **Dubai Municipality, UAE**

10:00 Keynote speech by Nasser Al Buhairy, Chief Security Officer & Head of Emergency Response Coordination Unit, **Kuwait Oil Company, Kuwait**

10:20 Expanding the role of intelligent transportation systems to reduce downtime during emergency evacuations
Scott M. Milne, President Oceania Council, **IAEM**

10:30 Coordinating the set-up of a disaster and crisis registrar to coordinate effectively between local and federal levels enhancing preparedness
Elizabeth B. Armstrong, CEO, **IAEM**

10:40 Networking coffee break, exhibition tour by VIP attendees and product demos
Product demo 1: 10:45 – 11:00
Product demo 2: 11:00 – 11:15
Product demo 3: 11:15 – 11:30

Crisis Leadership, Communication, Framework & Critical Infrastructure Protection

11:30 Panel discussion: Developing crisis and media communication capabilities

- Developing intelligence gathering from incoming formal and informal reports to analyse the situation
- Managing live feeds via social media, press releases and overall media communication to control flow of information
- Preparing internal and external stakeholders with media management capabilities to respond in a timely manner

Panelists:

Ellis Stanley Sr., Chairman of Global Board, **IAEM**
Scott M. Milne, President Oceania Council, **IAEM**
Nick Crossley, Director Emergency Management & Homeland Security, **IAEM**
Peter Johnson, Chevron HSE Trainer & Former Incident Commander (9/11 Response Team), **FEMA, United States**

Moderated By:

Clay Tyeryar, Deputy Director, **IAEM**

Co-Moderated By:

Interested in presenting this session? Contact us at enquiry@iqpc.ae

12:00 Keynote presentation
Reserved for:
Dr. Humaid Al Kindi, Manager Emergency Management Division, **Environment Agency – Abu Dhabi (EAD)**
Dr. Ahmed Rady, Risk, Crisis & Emergency Advisor, **Environment Agency – Abu Dhabi (EAD)**

Critical Infrastructure Protection

12:30 Developing early warning systems and surveillance capabilities to boost civil defence security resilience

- Using mobile radar systems to detect a wide variety of threats
- Using automated and unmanned technologies to monitor and sound alarms in the event of security perimeter penetration
- Using intelligent sensors and providing round-to-clock surveillance capability to enhance security resilience

Hassan Mashhadi, Emergency Coordinator for over 100 countries, **NATO, Netherlands**

13:00 Shifting paradigms: Asserting the role of crisis leadership in disaster planning to build a strong leadership

- Shifting from a mind set of emergency preparedness to business resilience to create flexibility
- Moving from the idea of measuring incident ratios to measuring risks to understand the extent of risk mitigation approach
- Using disaster recovery framework and governance to adopt to the business environment to enhance leadership resilience

Ali Asad, Head of Emergency Response (Retired), **Kuwait Oil Company, Kuwait**

13:15 Keynote session

Reserved for:
Senior Representative, **Ministry of Interior - General Directorate of Dubai Civil Defence, UAE**

13:45 Developing critical infrastructure protection plans with the evolving landscape

- Assessing all security procedures related to the critical infrastructure and establishments to understand the scope of vulnerability assessments
- Protecting data against sophisticated virtual attacks and cyber penetration threats to cut off hackers access to data and control systems of critical assets
- Using bio-metric, big data and video analysis to overcome security complexities and make it simpler and user friendly to improve critical infrastructure protection resilience

Interested in presenting this session? Contact us at enquiry@iqpc.ae

Award Winning Fire Innovative Case Study

14:15 DUBAL's case study – Dubai Quality Awards Winner of Silver Category: Innovative Mobile Fire Extinguished Trainer (MFET)



- Assuring a supply of self contained agents like dry chemical extinguisher, carbon dioxide, etc., to provide fire training at any place and at any given time
- Using a 3D stimulator to replicate real fire conditions using pressurised gas fires through smoke generators using safety and flame size control switches
- Using clean burning LPG propane, scrapped and used equipment to create opportunities by engineering and sustainable solutions

Saif Al Maskari, Head of Fire Loss Prevention, **Emirates Global Aluminium (EGA), UAE**

14:45 Networking lunch and product demos

15:45 Roundtable discussions

Topic 1: Discussing port security challenges and ways to overcome them

Captain Ashraf Mabrouk, Former Harbour Master, **Abu Dhabi Ports Company, UAE**

Topic 2: Discussing role of telecommunication in case of an emergency

Kamal Kannan, Deputy Telecom Manager, **Petrofac, UAE**

Topic 3: Planning for Inter-Agency Cooperation in Crisis Management

Dr. Andrew Smith, Former Director-General Plans, **Australian Defence Force**

Topic 4: Comparing preventive and reactive crisis management mechanisms

Ali Asad, Head of Emergency Response (Retired), **Kuwait Oil Company, Kuwait**

Topic 5: Managing and coordinating security systems at public places

Kevin Smith, Former Emergency & BCM Specialist, **Kuwait Oil Company, Kuwait**

Topic 6: Crowd control, evacuation and emergency drills in the wake of a disaster

Dr. Devasia K.J., Head of Emergency & BCM, **Bangalore International Airport Limited, India**

Topic 7: Reserved for IDS1

Topic 8: Developing oil spill contingency plans based on severity of affected site

Hassan Mashhadi, Emergency Coordinator for over 100 countries, **NATO, Netherlands**

16:45 Closing remarks by Chairman and end of summit day one

His Excellency Khaled Al Mansouri, President, **International Council, IAEM**

The published programme is correct at time of printing. However, given the seniority of our speakers and the nature of their roles, speakers may subsequently substitute or remove themselves from the programme. This is always regrettable, and we will always try to replace the speaker with a speaker with equivalent insight. For the most up-to-date programme, please visit the event website.

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 [@iqpcmena](https://twitter.com/iqpcmena)  www.emergencymanagementme.com

Summit Day Two – Thursday, 8 October 2015

08:00 Registration, refreshments and networking

08:50 Chairman's welcome and opening remarks

Peter Johnson, Chevron HSE Trainer & Former Incident Commander (9/11 Response Team), **FEMA, United States**

Risk Management & Business Contingency

09:00 CAPECO case study: Learning from the lack of risk assessment that led to a fire and explosion



- Assessing risks for the plant and benchmarking it with "Chemical Safety Board" guidelines
- Comparing CAPECO case study and APEX fire case study in North Carolina to find the most common gaps in risk assessment
- Mitigating risks based on findings of the case studies to prevent incidents in the future

Peter Johnson, Chevron HSE Trainer & Former Incident Commander (9/11 Response Team), **FEMA, United States**

09:30 Building enterprise risk management systems into the business contingency planning of organisations

- Reviewing controls in place to mitigate risks post assessment
- Feeding enterprise risk management plans in the company's emergency response procedure to build a strong risk management strategy
- Avoiding redundancy of critical communication systems and reviewing vendor risks regularly to avoid overlap of work tasks during a disaster

Mohamed Bensahraoui, HSE Advisor (Major Projects), **ADMA-OPCO, UAE**

10:00 Developing a civil protection framework on the road to resilience

- Understanding the general duties of civil protection based on the UK Civil Contingencies Act
 - Examples of International standards and best practice
 - Sharing information and cooperation amongst stakeholders
- Kevin Smith**, Former Emergency & BCM Specialist, **Kuwait Oil Company, Kuwait**

10:30 Reviewing airport security procedures and compliance with international regulations

- Developing emergency planning, risk assessment and evacuation at airports and other critical infrastructure installations
- Doing regular safety audits and in-house inspection techniques to boost audit improvements
- Establishing an airport wide safety action group to ensure efficient communication and stakeholder engagement on safety matters

Dr. Devasia K.J., Head of Emergency & BCM, **Bengaluru International Airport Limited, India**

11:00 Networking coffee break and product demos

Technology & Crisis Operations

12:00 Managing emergencies pertaining to telecommunication disasters

- Developing communication and information strategies to create back-ups and validate the flow of information
- Ensuring a smooth transition of relevant information to the media and other broadcasting sources
- Using tetra technology and mobile notification alert messages to ensure intelligence gathering and disaster reporting streams are maintained

Kamal Kannan, Deputy Telecom Manager, **Petrofac, UAE**

12:30 Designing a resilient emergency health service for large scale events: Olympic Games, World's Fair Expo and World Cup

- Reviewing existing framework to find out gaps
- Building an emergency medical response service to tackle any kind of incidents
- Reducing waiting period and downtime in medical response emergencies with optimised design

Dr. Ronald Blough, M.S. Emergency Services Management & Faculty Paramedic Programme, **Higher Colleges of Technology (Dubai Men's College), UAE**

13:00 Role of GIS in emergency response planning and disaster recovery

- Discussing the 5 Ms of GIS: Mapping, measuring, modelling, monitoring and management
 - Using historical data to predict future incidents and map critical assets accordingly
 - Using spatial planning for successful recovery from an incident
- Alaa Abdallah**, Executive Risk & Crisis Management, **Petronas, Malaysia**

13:30 Discussing business continuity of port operations during a crisis

- Understanding oil transfer procedures and triggers for international regulation
- Developing rescue efforts capabilities by using wire skimmers, oil sorbents and solidifiers and speed boats to control damage
- Coordinating efforts of the business support and crisis teams to ensure business continuity

Captain Ashraf Mabrouk, Former Harbour Master, **Abu Dhabi Ports Company, UAE**

14:00 Red Crescent presentation: Discussing the HYOGO international response framework during emergencies



- Evolving from emergency response to disaster preparedness and support organisation
 - Reducing number of deaths, injuries and impact from disasters using action plans mentioned in the HYOGO framework
 - Implementing a holistic integrated approach by incorporating HSE and economic as well as social risks to help in disaster reduction
- Dr. Abdulkarim Bensaili**, Advisor - International Relations, **Red Crescent, UAE**

14:30 Closing remarks by Chairman and IAEM Board

Peter Johnson, Chevron HSE Trainer & Former Incident Commander (9/11 Response Team), **FEMA, United States**
Ellis Stanley Sr., Chairman of Global Board, **IAEM**

14:40 Networking lunch and product demos

15:40 End of summit day two

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Sponsorship and Exhibition Opportunities

IQPC has been hosting events developed for senior executives for more than 40 years. We serve businesses representing over 15 sectors at more than 1,700 conferences around the globe. Our client list includes corporations such as IBM, Cisco, Microsoft, Lockheed Martin, Boeing, Weatherford International, Halliburton, ABN AMRO, Deutsche Bank, GE, Siemens, BASF and Dow Chemicals, just to name a select few. Senior executives travel from around the world to our events looking to garner best practices and concrete solutions to assist them in improving their organisations. IQPC provides many different platforms for you to increase your market share, stay ahead of your competition, increase awareness to your target audience and position yourself as a key supplier to the civil defence, oil, gas, petrochemical, power, water, utilities, energy, banks, nuclear industry.

Your platform – getting your message across:

Because we know that each sponsor has a different message, business development goal and branding objectives, each sponsorship package is tailored to your corporate strategies. Though most sponsorship offers multiple levels and types of exposure, there are a few main ways for you to highlight your corporate strengths:

1. Thought Leadership

As a sponsor at **Emergency Management & Business Contingency Summit 2015**, your company will gain second-to-none exposure to senior-level decision makers at the point in time that they are seeking solutions, information and systems for improving their firm's strategies. For a select few sponsors, you can build your reputation as a market leader through subject-specific presentations, workshops and focus days. This highly selective sponsorship allows your firm to establish tremendous capability and expertise in your specialty as well as highlight successful work completed with your clients.

2. Premium Branding

We bring together buyers and suppliers for collaboration, networking and knowledge sharing. Branding is often a major initiative for our clients who are seeking to get the message out about their offerings. Build your company's brand and visibility in front of senior decision-makers in order to get short-listed. As a sponsor, your company branding will appear alongside the global leaders associated with best practices in this field. Our dedicated marketing team will help you achieve your promotional aims in the months leading up to the conference. IQPC leverages multiple marketing channels including online, direct mail, email, press releases, media partnerships and social media to publicise the event and increase awareness about your participation to our extensive database, as well as through our network of partners.

3. Featured Networking Events / Face Time

Networking and information sharing are two major aspects of our conferences and IQPC builds in many opportunities for sponsors to benefit from meeting industry leaders. Focused and high-level, our events will provide you with the perfect environment to initiate new business relationships, identify upcoming opportunities and achieve face-to-face contact that overcrowded tradeshows can not deliver. The exhibition area is designed to be the heart of the event – a place to network and share strategies with key decision makers. Sponsorship opportunities range from exhibition stands to sponsored lunches, cocktail receptions, gala dinners and a host of other branding opportunities.

Additionally IQPC offers a selection of sponsorship opportunities that enables our clients to increase their opportunity to develop new relationships during our events, including one-to-one meetings with clients to understand their challenges, requirements and opportunities.

Do you have a product or service that our senior decision-makers and influencers need?

The **Emergency Management & Business Contingency Summit 2015** offers you the perfect platform to showcase your solution to your target market and meet and network with senior-level decision makers who are leading the way in the industry

We specialise in providing business development, marketing and sales solutions that are tailored to specifically deliver on your business objectives. We pay patient attention to what our exhibition and sponsorship customers want, expect, need and value. Every sponsor wants to create customers, develop qualified sales leads, convert leads into sales and retain customers. Our tailored sponsorship packages help you to achieve these objectives.

If you would like more information on sponsorship and exhibition opportunities or to discuss which package will best help you achieve your objectives, please contact Nawaz Ali on **+971 4 360 2800** or email **sponsorship@iqpc.ae**

"The event attendees will meet the best and most experienced in this business. Knowledge transfer shall be the major part in this event and for those who are searching for answers in Crisis Management or Emergency Response, will search no further, the answers to their queries will be answered at this event."

Ali Hussain Asad, Former Crisis Advisor to the Govt. of Kuwait & Former Emergency Coordinator and Head of Emergency Coordination Unit, **KOC**

"Beyond the immediate benefits of learning of the experiences of seasoned practitioners, the ability to network with peers from around the world is of great benefit in my view. I did not learn my craft from success alone.... I have had some spectacular failures that have taught me much."

Dean Monterey, Author of Bahrain National Oil Spill Plan & former Emergency Response Advisor for **NCEMA UAE and Kinder Morgan, Canada**

"This was a very well executed conference. It provided an invaluable opportunity to network with other emergency management professionals."

Jeff Veuleman, Emergency Management Advisor, **Chevron**.

"This is the best and most well organised event I have seen in my 3 decades of experience"

Peter Johnson, Former Incident Commander, Dept of Homeland Security, United States and Current HSE Trainer **Chevron, Kuwait**

"A very well organised event with top decision makers present which can truly make change for the good."

Dennis Smagac, President, **Intelgrad Inc (Al Dana Trading)**

"Crisis and Risk Management Summit is an experience that no one else rivals. The opportunity to meet international colleagues is un-measurable"

Charles Sharp, CEO, **BEMA, United States**



EMERGENCY MANAGEMENT & BUSINESS CONTINGENCY SUMMIT

Main Summit: 7 – 8 October 2015
Habtoor Grand Beach Resort & Spa, Dubai, UAE

REGISTRATION

Event Code: 25711.001

Please complete in BLOCK CAPITALS as information is used to produce delegate badges.
Please photocopy for multiple bookings.

3 WAYS TO REGISTER

CALL: +971 4 364 2975

EMAIL: enquiry@iqpc.ae

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SUMMIT PRICES

Book and pay before 13 August 2015 and save US\$300

Package	Early Bird: Payment before 13 August 2015		Standard price
2-Day Summit	US\$2699	SAVE US\$300	US\$2999

Prices are stated net of any applicable local taxes.

DELEGATE DETAILS:

Mr ☐ Mrs ☐ Ms ☐ Dr ☐ Other ☐

First Name: Surname:

Email: Telephone:

Job Title: Department:

Organisation: Nature of business:

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Postcode: Country:

Telephone: Fax:

Approving Manager: Training Manager:

Name of person completing form if different from delegate:

Signature: Date:

☐ I agree to IQPC's payment terms

If you have not received an acknowledgement before the conference, please call us to confirm your booking.

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Please debit my credit card: ☐ Visa ☐ Master card ☐ American Express

Card No:

Valid from: / Expiry date: / Issue Number:

Cardholder's name: Signature:

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TEAM DISCOUNTS

**HURRY! Special group booking discounts -
only available until Thursday, 13 August 2015!**

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Resort & Spa**
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Dubai, United Arab Emirates



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Hotel and travel costs are not included in the registration fee.
For assistance in your travel and accommodation requirements,
please refer to details below:

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Special / corporate rate for room accommodation is available in
the hotel. You may contact the hotel directly as per the details
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FLIGHT RESERVATION

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Phone: +971 4 2829000
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Web: www.sntta.com

Please book at the earliest for your convenience.

CONFERENCE DOCUMENTATION

If you cannot make the conference, you can still access all
presentations delivered throughout the conference days for just
US\$450, post event. Contact us on +971 4 364 2975 for further
details.

IQPC STANDARD TERMS AND CONDITIONS

PAYMENT:

- Payment is due in full at the time of registration and includes lunches, refreshments and detailed conference materials. Payment prior to conference is mandatory for attendance.
- Your registration will not be confirmed until payment is received and may be subject to cancellation.
- If a booking is received 10 working days before the conference a credit card number will be required to confirm your place, likewise if full payment has not been received before the conference date.
- Any respective payment charges to be borne by the payer. Please ensure that IQPC receives the full invoiced amount.

DISCOUNTS:

- All 'Early Bird' Discounts require payment at time of registration and before the cut-off date in order to receive any discount.
- Any other discounts offered by IQPC (including team discounts) require payment at the time of registration.
- Discounts cannot be combined with any other offer.

CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY:

- You may substitute delegates at any time by providing reasonable advance notice to IQPC.
- For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference.
- In the event that IQPC cancels an event for any reason, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of cancellation.
- In the event that IQPC postpones an event for any reason and the delegate is unable or unwilling to attend on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of postponement.
- Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances.
- IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather or other emergency.

PROGRAMME CHANGES:

- Please note that speakers and topics were confirmed at the time of publishing; however, circumstances beyond the control of the organisers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary. Any substitutions or alterations will be updated on our web page as soon as possible.

YOUR DETAILS:

- Please email our database manager at enquiry@iqpc.ae to inform us of any incorrect details which will be amended accordingly.