

## 12/11/2016

10:00 - 16:00

### **Transfer from official hotels to BCKK (click for details)**

Pick up from official hotels

10:00 - 17:00

### **Registration**

Main Concourse, BCKK

11:00 - 17:00

### **Transfer from BCKK to official hotels (click for details)**

Pick up from BCKK

13:00 - 17:00

### **Optional City Tour (pre-registration required)**

Pick up from BCKK, drop off at official hotels

## 13/11/2016

07:30 - 11:30

### **Transfer from official hotels to BCKK (click for details)**

Pick up from official hotels

08:00 - 18:00

### **Registration**

Main Concourse, BCKK

09:00 - 10:00

### **Accompanying Guests Welcome Gathering**

Raintree Restaurant, BCKK

09:00 - 12:00

### **Chapter Chair Meeting (Closed Meeting)**

Meeting Room 4, BCKK

09:00 - 12:00

### **First Time Attendees Introduction Programme**

Great Hall B, BCKK

10:30 - 11:00

### **Networking Break**

Concourse B, BCKK

10:30 - 11:30

### **Australian Committee (Closed Meeting)**

Meeting Room 12, BCKK

10:30 - 12:00

### **Gaining Edge (Closed Meeting)**

Meeting Room 2, BCKK

11:00 - 12:00

### **Enited (Closed Meeting)**

Meeting Room 5, BCKK

12:00 - 13:00

### **Welcome Lunch**

Concourse A, BCKK

13:00 - 13:20

### **Opening ceremony**

Great Hall A, BCKK

13:30 - 14:30

### **Destination Marketing Sector Meeting**

Great Hall B, BCKK

### **Meeting Management Sector Meeting**

Great Hall C, BCKK

### **Meeting Support Sector Meeting**

Meeting Room 14, BCKK

### **Venues Sector Meeting**

Great Hall D, BCKK

13:30 - 14:30	<b>Transport Sector Meeting</b> Meeting Room 1, BCKK	<b>Association Executives Meeting</b> Meeting Room 2, BCKK		
14:30 - 15:00	<b>Networking Break</b> Main Concourse, Concourse A & B, Business Area 1 & 2, BCKK			
15:00 - 16:00	<b>African Chapter Meeting</b> Meeting Room 13, BCKK	<b>Asia Pacific Chapter Meeting</b> Great Hall B, BCKK	<b>Central European Chapter Meeting</b> Great Hall D, BCKK	<b>France – Benelux Chapter Meeting</b> Meeting Room 4, BCKK
15:00 - 16:00	<b>Iberian Chapter Meeting</b> Meeting Room 5, BCKK	<b>Latin American Meeting</b> Meeting Room 2, BCKK	<b>Mediterranean Chapter Meeting</b> Meeting Room 1, BCKK	<b>Middle East Chapter Meeting</b> Meeting Room 3, BCKK
15:00 - 16:00	<b>North American Chapter Meeting</b> Great Hall C, BCKK	<b>Scandinavian Chapter Meeting</b> Meeting Room 12, BCKK	<b>UK/Ireland Chapter Meeting</b> Meeting Room 14, BCKK	
16:00 - 16:30	<b>Networking Break</b> Main Concourse, Concourse A & B, Business Area 1 & 2, BCKK			
16:30 - 17:45	<b>ICCA General Assembly</b> Great Hall A, BCKK			
17:45 - 18:00	<b>Reception for 20/30/40 year members (upon invitation only)</b> Great Hall A, BCKK			
18:00 - 18:30	<b>Transfer from BCKK to official hotels (click for details)</b> Pick up from BCKK			
19:00 - 19:45	<b>ARP Reception (upon invitation only)</b> Olympia 1, Pullman Hotel			
19:30 - 22:00	<b>Welcome Reception, Malaysia Gastronomic</b> Kuching Waterfront			

## 14/11/2016

06:30 - 07:30	<b>Zumba lesson (pre-registration required)</b> The gym at Pullman Hotel			
07:30 - 08:30	<b>Transfer from official hotels to BCKK (click for details)</b> Pick up from official hotels			
08:30 - 17:30	<b>Registration</b> Main Concourse, BCKK			
08:45 - 10:00	<b>Monday Morning Wake up Call</b> Great Hall A, BCKK			
10:00 - 10:30	<b>Networking Break</b> Main Concourse, Concourse A & B, Business Area 1 & 2, BCKK			
10:30 - 11:45	<b>PCO Hot-topics - Designed in collaboration with IAPCO: Accomodation</b>	<b>Home-grown innovation from the Asia-Pacific region</b>	<b>Public or Private: How to boost ROI whilst balancing the needs of communities</b>	<b>Bidding with Wings: How destinations can work more intelligently and</b>

**Management - Navigating a new landscape**

Great Hall B, BCKK

**"The Big Debate" - Do destinations have authentic personalities, or are we fooling ourselves as well as our clients?**

Meeting Room 12+13, BCKK

**Lunch**

Level 1, BCKK

**The mouse that roared - destinations that punch above their weight**

Great Hall B, BCKK

**Financial models for meetings: Escrow protection; guarantees and pre-financing; subvention funds and more**

Meeting Room 14, BCKK

**Networking Break**

Main Concourse, Concourse A & B, Business Area 1 & 2, BCKK

**Outside the box - Sarawak Biodiversity Centre (pre-registration required)**

Main Entrance, BCKK

**What associations really, really need after the bid is won and before the meeting takes place**

Great Hall B, BCKK

**A mind opened by wonder: Why great networking is the world's most innovative business activity**

Meeting Room 12+13, BCKK

**Monday Business Exchange Session (BE participants only)**

Great Hall C, BCKK

**Tech Wizards look into their Crystal Balls**

Meeting Room 14, BCKK

**CEO Deep Dive Part 1 (pre-registration required)**

Great Hall C, BCKK

**Monday Sayang Sarawak – ICCA's Ship of Serendipity\* (pre-registration required)**

Meeting Point: Registration Desk

**Outside the box - The King of Flavours: Sarawak Laksa (pre-registration required)**

Main Entrance, BCKK

**CEO Deep Dive Part 2 (pre-registration required)**

Great Hall C, BCKK

**and clients**

Great Hall D, BCKK

**Monday ICCA Data Workshop: An Introduction**

Meeting Room 6, BCKK

**Lets focus on the bottom line! Sales, pricing & negotiation Part 1**

Great Hall D, BCKK

**Let's focus on the bottom line! Sales, pricing and negotiation Part 2**

Great Hall D, BCKK

**strategically with airlines**

Meeting Room 2+3, BCKK

**How do we make learning that leads to real change? How do we remember what was important? Why did we forget to act?**

Meeting Room 12+13, BCKK

**Ancient Wisdom; Modern Solutions for leaders (Presence at ICCA kindly supported by Auckland Convention Bureau)**

Meeting Room 14, BCKK

10:30 - 11:45

11:45 - 13:15

13:15 - 14:45

13:15 - 14:45

14:45 - 15:15

14:45 - 17:00

15:15 - 16:45

15:15 - 16:45

17:00 - 18:00

Great Hall B, BCKK

17:00 - 18:00

**Japan Business Events Focus Group (Closed Meeting)**

**Japan Committee (Closed Meeting)**  
Meeting Room 12+13, BCKK

**Ungerboeck (Closed Meeting)**  
Meeting Room 2+3, BCKK

**WPCOA (Closed Meeting)**  
Meeting Room 14, BCKK

Great Hall D, BCKK

17:00 - 18:00

**Transfer from BCKK to official hotels (click for details)**

Pick up from BCKK

19:00 - 19:15

**Transfers to CAT Night from official hotels (click for details)**

Pick up from official hotels

20:00 - 23:00

**CAT night - Rainforest Music Festival**

Sarawak Cultural Village

22:00 - 23:15

**Transfers from CAT Night to official hotels (click for details)**

CAT Night

## 15/11/2016

06:30 - 07:30

**Zumba lesson (pre-registration required)**

The gym at Pullman Hotel

07:30 - 08:30

**Transfer from official hotels to BCKK (click for details)**

Pick up from official hotels

08:30 - 17:00

**Registration**

Main Concourse, BCKK

09:00 - 10:15

**ICCA Best Marketing Award 2016**

Great Hall A, BCKK

10:15 - 10:45

**Networking Break**

Main Concourse, Concourse A & B, Business Area 1 & 2, BCKK

10:45 - 11:45

**Solutions to the HR challenges that will make or break your business**

Great Hall B, BCKK

**Associations on fire!**

Great Hall C, BCKK

**Presentation Skills Masterclass**

Great Hall D, BCKK

**Measuring and Promoting the "Beyond Tourism" impact of International Meetings**

Meeting Room 2+3, BCKK

10:45 - 11:45

**The Kaizen approach to Sustainability - let's get better at getting better**

Meeting Room 12+13, BCKK

**Coping with political uncertainty: Brexit, Trump, and other improbable impacts on our business environment**

Meeting Room 14, BCKK

**Tuesday ICCA Data Workshop: An Introduction**

Meeting Room 6, BCKK

12:00 - 12:45

**President's Choice Session: Building bridges in a broken and unequal world: what can leaders do?**

Great Hall A, BCKK

12:45 - 14:00

**Lunch**

Level 1, BCKK

14:00 - 15:15

**Healthcare Meetings**

**Don't risk disaster! new**

**The ABC's of Bidding +**

**The (unstoppable?) rise of**

<b>Sector: Where does it hurt this year? Part 1</b> Great Hall B, BCKK	<b>realities and your new Crisis Communication Plan Part 1</b> Great Hall C, BCKK	<b>Ambassador Programmes Part 1</b> Great Hall D, BCKK	<b>Bogus Association Meetings</b> Meeting Room 2+3, BCKK
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14:00 - 15:15

**Evolve or Die! The great revolution in strategic thinking!**  
Meeting Room 12+13, BCKK

**Tradeshows and Associations - A match made in synergistic heaven?**  
Meeting Room 14, BCKK

**Tuesday Sayang Sarawak – ICCA’s Ship of Serendipity\* (pre-registration required)**  
Meeting Point: Registration Desk

15:15 - 15:45

**Networking Break**  
Main Concourse, Concourse A & B, Business Area 1 & 2, BCKK

15:45 - 17:00

**Healthcare Meetings Sector: Where does it hurt this year? Part 2**  
Great Hall B, BCKK

**Don't risk disaster! New realities and your new Crisis Management Plan Part 2**  
Great Hall C, BCKK

**The ABC's of Bidding + Ambassador Programmes Part 2**  
Great Hall D, BCKK

**"Have you eaten?" ... East meets West!**  
Meeting Room 12+13, BCKK

15:45 - 17:00

**Destination Competitive Positioning: If you don't know what you are or where you stand, you've got no chance of knowing what to do or where to go?**  
Meeting Room 14, BCKK

17:15 - 18:15

**Tuesday Business Exchange Session (BE participants only)**  
Great Hall B, BCKK

17:30 - 18:30

**Transfer from BCKK to official hotels (click for details)**  
Pick up from BCKK

19:00 - 19:45

**Transfers from official hotels to Farewell Dinner (click for details)**  
Pick up from official hotels

19:30 - 23:00

**Farewell Dinner - Gathering of the ICCA Global Tribes**  
BCKK

22:00 - 23:15

**Transfers from Farewell Dinner to official hotels (click for details)**  
Farewell Dinner

**16/11/2016**

06:30 - 07:30

**Zumba lesson (pre-registration required)**  
The gym at Pullman Hotel

07:30 - 08:30

**Transfer from official hotels to BCKK (click for details)**  
Pick up from official hotels

08:30 - 14:30

**Registration**  
Main Concourse, BCKK

09:00 - 10:00

**WCL: The Copenhagen Denmark Lecture**

Great Hall A, BCKK

10:00 - 10:30

**Networking Break**

Main Concourse, Concourse A & B, Business Area 1 & 2, BCKK

10:30 - 11:45

**Unlocking and understanding the secrets that define a genuine Association Management Company (AMC)**

Great Hall B, BCKK

**How to use new generation tech tools to drive innovation and solve business problems**

Great Hall C, BCKK

**Young ICCA teaches old dogs new tricks - Fit for future folk**

Meeting Room 4+5, BCKK

**Explore the ICCA you haven't yet discovered!**

Great Hall D, BCKK

10:30 - 11:45

**How to make your marketing engage your audience**

Meeting Room 12+13, BCKK

**Wednesday Sayang Sarawak – ICCA's Ship of Serendipity\* (pre-registration required)**

Meeting Point: Registration Desk

11:45 - 12:00

**Short Networking Break**

Main Concourse, Concourse A & B, Business Area 1 & 2, BCKK

12:00 - 13:00

**Closing Session**

Great Hall A, BCKK

12:30 - 14:30

**Transfer from BCKK to official hotels (click for details)**

Pick up from official hotels

13:00 - 14:30

**Next Destination Lunch**

Level 1, BCKK

14:30 - 18:30

**Optional City Tour (pre-registration required)**

Pick up from BCKK, drop off at official hotels