

Europe's only forum
focused on perfecting the
Pharma-CMO partnership

Pharma Contract Manufacturing

"The event is very good
to be aware of trends and
challenges for pharma
companies"

Mathilde Riera, CMO,
Labatec Pharma

28 - 30 March, 2023

Wyndham Garden Berlin Mitte
Berlin, Germany

Driving Efficiency & Cost-Reduction for Pharma Manufacturing
by Enabling Collaborative CMO Partnerships

KEYNOTE SPEAKERS INCLUDE:



Stephane Piquand
Vice President and Head of Global External Manufacturing
Healthcare Business of Merck



Katarzyna Kolodziej
Director Drug Product (Formulation & Manufacturing)
ProQR Therapeutics



Olusegun Adetunji
Global External Manufacturing & Supplier Stream Lead
Sanofi



Nadine Brautigam
Change Coordinator External Supply Organisation
Novartis



Cristian Circiumaru
Director, Global Supply and External Manufacturing
Orchard Therapeutics



ATTEND THIS CONFERENCE TO:



Build more effective partnerships with your CMOs and CDMOs and establish relationships built on collaboration and trust



Control your manufacturing costs by reducing waste across your product portfolio and enable your CMOs to realise those savings



Overcome supply chain disruption, minimise lead time pressures and enable smooth tech transfers with the help of case studies from **Fresenius Kabi** and **LEO Pharma**



Eliminate unforeseen disruption by increasing visibility of all elements of your outsourced manufacturing operations



Identify how data-driven decisions can drive efficiency but also agility within operations, as **MSD** walk us through their production journey

pharmacontractmanufacturing.iqpc.co.uk

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Welcome to PCM 2023

Dear Colleague,

We have all felt the impact of recent macro-factors such as Covid-19, the energy crisis and climate change. With increasing uncertainty in our operating environments, it is now more vital than ever to ensure risk is minimised in supply chains, that we have flexible and collaborative relationships with our stakeholders and that we understand how to effectively navigate fast-changing regulatory requirements.

PCM 2023 promises to exhibit case-studies detailing the most effective approaches to overcoming these challenges. There will be perspectives from a range of pharma and bio-tech companies, as well as many interactive sessions designed to engage all participants and enable a genuinely industry-wide range of views.

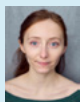
PCM is Europe's only conference specifically focused on pinpointing effective solutions for your manufacturing operations. This 3-day highly interactive programme serves to ensure attendees discuss and debate highly topical challenges such as enabling supply chain robustness, improving lead times and minimising costs in the face of rising energy and raw material prices.

The programme is unique in uniting Heads of External and Contract Manufacturing from leading pharma and biotech companies with their CMO and CDMO partners. I invite you to join an interactive three-day forum featuring:

- ▶ Case study demonstrations on how to enable smooth tech transfers, change control processes and overcome supply chain challenges
- ▶ Roundtable discussions on poignant and current challenges such as setting standards with partners, effective integration with suppliers and staying competitive in a market that is feeling the pinch
- ▶ Workshops focused on ensuring you have the skills to find CMOs that are right for your business needs, as well as navigating through challenges surrounding manufacturing combination products
- ▶ Increased networking opportunities, including a speed networking session to ensure you leave the conference having met every attendee and understood the strategies and approaches of your peers

I hope you'll join me and leading brands including Novartis, Bayer, Daiichi Sankyo and MSD, as we confront critical challenges facing the pharmaceutical industry.

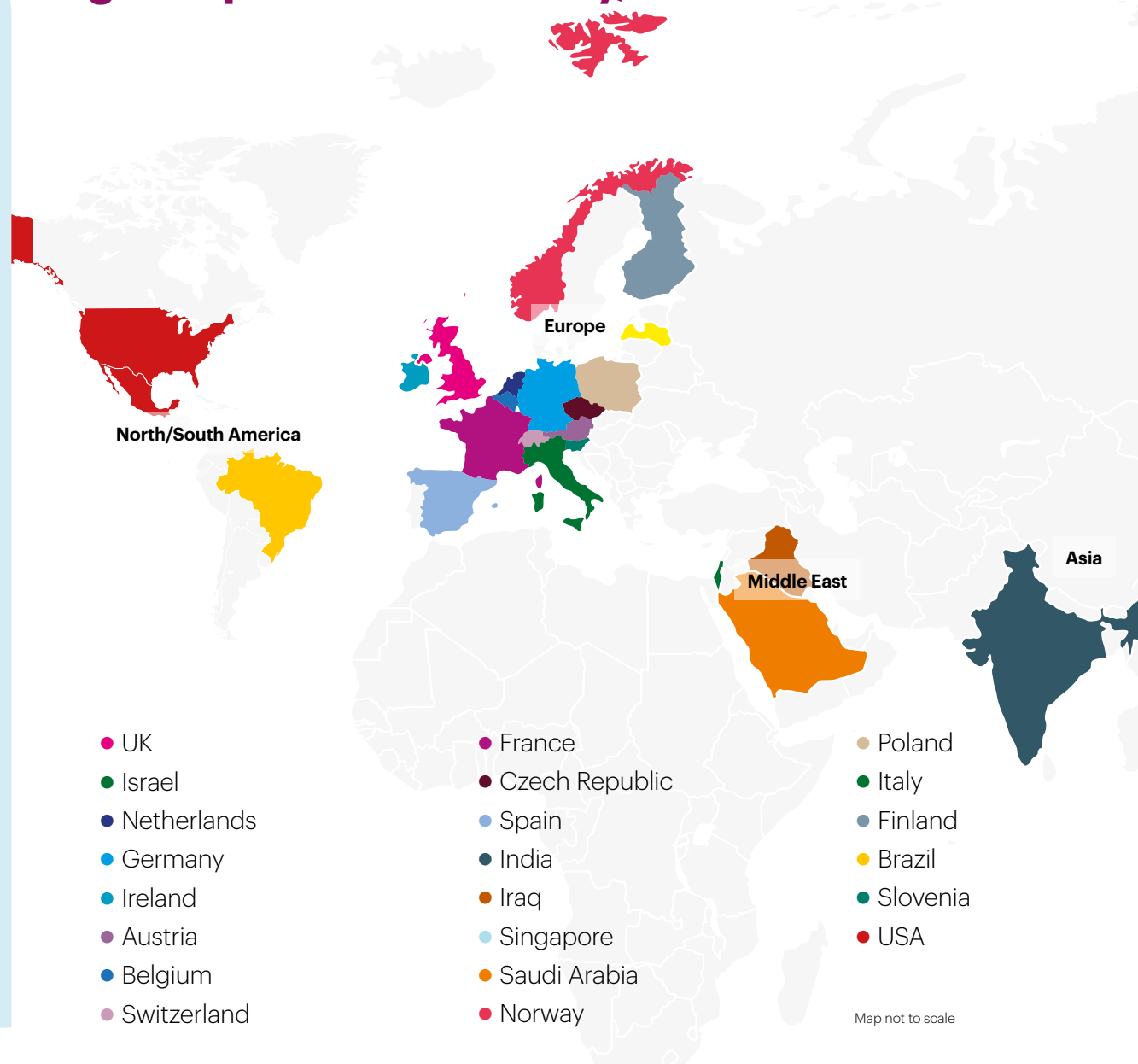
I look forward to seeing you in-person in Berlin next March. After all, staying competitive has never been more important!



Best Regards,

Maria Caruana
Event Director – PCM 2023

A global pharma community, with members from:



OUR 2023 ADVISORY BOARD



Maik Talarczyk,
Head PMO ESO Sandoz
(Director),
Novartis



Sean Callanan,
Director Manufacturing
Operations,
Horizon Therapeutics



Yuliyana Manolova,
Business Development
Contract Manufacturing,
Acino



Philip Coetzee,
Director Contract
Manufacturing Organization
Management,
Daiichi Sankyo Europe GmbH



Ulrich Ruemenapp,
Head of Launch Preparations,
Bayer AG



Franz Kainz,
VP Global Contract
Manufacturing,
Fresenius Kabi



Daniel Hurni,
Director Strategy and
Business Operations,
Bristol Myers Squibb



“Balanced panels with broad topics - the event is very good to be aware of trends and challenges impacting pharma companies”

CMO, Past Attendee



OUR 2023 PANEL OF INNOVATORS

OUR CHAIRPERSON



Maik Talarczyk,
Head PMO ESO Sandoz
(Director),
Novartis



Nadine Brautigam,
Change Coordinator External
Supply Organisation,
Novartis



Friedrich Bischoff,
VP Third Party Manufacturing,
Fresenius Kabi



Stephane Piquand,
Vice President and Head of
Global External Manufacturing,
Healthcare Business of Merck



Nanna Andersen,
Supply Alliance Manager
External Manufacturing,
Leo Pharma



Federica Fraschetti,
Associate Director, Focus
Factory Leader – Bio ExM,
MSD



Roeland Vanderbrouck,
Senior Director/Head of
External Supply Operations,
Grunenthal Group



Buket Isik Uzunoglu,
Customer Service Director,
**Abdi Ibrahim
Pharmaceuticals**



Bela Kelety,
CTO,
SolasCure



Katarzyna Kolodziej,
Director Drug Product
(Formulation &
Manufacturing),
ProQR Therapeutics



Vladimir Trapkov,
Project Manager Contract
Manufacturing Operations,
Zentiva Group A.S.



Olusegun Adetunji,
Global External Manufacturing
& Supplier Stream Lead,
Sanofi



Oğuzcan Bulbul,
Public Affairs, Sustainability &
Communications Director,
**Abdi Ibrahim
Pharmaceuticals**



Alexander Bijman,
Director, Large Molecule
External Manufacturing
Technical Operations,
MSD



Nicolas Puljic,
Head External Manufacturing
Biotech & Gene Therapy,
UCB



OUR 2023 PANEL OF INNOVATORS



Cristian Circiumaru,
Director, Global Supply and
External Manufacturing,
Orchard Therapeutics



Claudia Kaspar,
Manager Tech Transfer,
SolasCure



Gregory Vanderwinden,
Associate Director External
Manufacturing EU,
MSD



Fabio Cirillo,
Founder & CEO,
Avanti Europe AG



Miguel Blanca Cedillo,
Senior Director Supply
Chain & Procurement,
Omeros Corporation



Miriam McCloskey,
Head of Supply
Strategic Projects,
Indivior



1100 REGISTRATION FOR WORKSHOP

1130 COLLABORATING WITH PARTNERS THAT MEET YOUR BUSINESS NEEDS

This workshop will enable attendees to engage in interactive activities designed to challenge how you work with your CMO partners. With collaboration key to ensuring a successful relationship, this workshop will highlight how MSD are getting the best from their external manufacturing partnerships. Their experience will be used to help attendees scrutinise the relationships they have built with their partners, where there are challenges and why, and how to enable resilient, open, and co-operative partnerships that benefit all involved.

Discussion points will include:

- What are the fine detail points considered by pharma and bio-techs when choosing one CMO over another?
- When should we work to improve ineffective partnerships, and when is it time to find new ones?
- Assess whether your current partnerships are effective in achieving the desired output and standards whilst allowing growth, development and agility in both organisations
- How should you shape the partnership journey end-end? Understanding the needs, culture and relationship required to partner successfully with CMOs

Federica Frascchetti, Associate Director, Focus Factory Leader – Bio ExM, **MSD**



1300 NETWORKING LUNCH

1400 OVERCOMING MANUFACTURING CHALLENGES AROUND COMBINATION PRODUCTS

This session will explore the necessary requirements to effectively work with partners on combination products. Attendees will then be split into groups to develop a strategy in response to a scenario developed by the workshop leader, before having to present their strategy back to the wider group. This session aims to challenge your current operations, highlight key steps to ensuring success when working with multiple partners and ensure you are fully aware of the different perspectives of each stakeholder.

- Highlighting pain points and setting the expectations when operating with multiple CMOs on one product
- Understanding the different challenges and perspectives when working with drug substance CMOs and drug delivery CMOs
- Developing strategies to overcome partnering challenges – with an activity based on a realistic manufacturing scenario

Fabio Cirillo, founder & CEO, **Avanti Europe AG**



1600 END OF WORKSHOP DAY & NETWORKING



0815 REGISTRATION OPEN

0830 INTERACTIVE SPEED NETWORKING BREAKFAST



Attendees will have 4-minute conversations to enable you to introduce yourself to your peers, add to your professional network and begin discussions that will continue over the next two days. Participants are invited to share:

1. Who you are
2. The scope of your job role
3. Your number 1 challenge
4. What you plan to achieve from attending Pharma Contract Manufacturing 2023

START OF CONFERENCE DAY 1

0900 OPENING REMARKS AND INTRODUCTION FROM OUR CHAIRPERSON

Maik Talarczyk, Head PMO ESO Sandoz (Director), **Novartis**



0910 SMOOTH MOVE TECH TRANSFERS

A session sharing insights on best practises and strategies implemented when moving operations from one site to another using the Post Approval Change Management Protocol. How does PACMP help to ensure shorter approval timelines?

- How to ensure quality, compliance and integrity throughout the process, internally and with all stakeholders
- Defining best practises for obtaining EU GMP certifications (or other certifications that meet your organisation's needs)
- Outsourcing successfully to multiple partners. Getting the level of input right and balancing your approach to the unique challenges of individual CMOs

Nanna Andersen, Supply Alliance Manager External Manufacturing, **Leo Pharma**



0945 FROM TECHNOLOGY TRANSFER TO PRODUCT LIFE CYCLE MANAGEMENT

- How do we select the right CMO to meet our manufacturing needs?
- How to ensure the success of Technology Transfers
- Key steps to ensure a healthy lifecycle management (Product life cycle strategy, established conditions, KPI Management, Supply performance)
- Enabling sustainable operations as part of a continuous improvement strategy

Buket Isik Uzunoglu, Customer Service Director, **Abdi Ibrahim Pharmaceuticals**
Oğuzcan Bulbul, Public Affairs, Sustainability & Communications Director,
Abdi Ibrahim Pharmaceuticals



1025 CONTRACT MANUFACTURING: VALUE CREATION THROUGH PARTNERSHIP AND COLLABORATION

- Identifying efficiency improvement opportunities with CMOs
- Implementing approaches to ensure a win-win approach
- Harnessing the power of the end-to-end and multifunctional process analysis

Gregory Vanderwinden, Associate Director External Manufacturing EU, **MSD**



1100 COFFEE BREAK

1130 DATA HERE, THERE AND EVERYWHERE

Organisations have huge data pools, but are they utilising them in the most effective way, or at all...?

- Effectively exploiting the data we are capturing; from distinguishing between useful data to understanding the best technology to use to mine it
- Effectively implementing visualisation tools within your business
- Using data to drive change, from understanding what data is most effective in each scenario to communicating value to stakeholders across the wider business

1200 INTERACTIVE ROUNDTABLE DISCUSSIONS

During this session, attendees will be given the chance to attend three roundtable discussions. The rotations will last 25 minutes each.



SETTING STANDARDS WITH EXTERNAL PARTNERS

- Expectations when working with partners
- Reality VS perception
- Steps to tighten standards

Nanna Andersen, Supply Alliance Manager External Manufacturing,
Leo Pharma



EFFECTIVE INTEGRATION WITH SUPPLIERS

- Data control and privacy
- Syncing systems
- Continuity plans

Roeland Vanderbrouck, Senior Director/Head of External Supply Operations,
Grunenthal Group



WHAT MAKES A GREAT RELATIONSHIP?

- Great VS poor
- Crisis management
- Operationally-organised
- Culture/personality

Stephane Piquand, Vice President and Head of Global External Manufacturing,
Healthcare Business of Merck



1330 NETWORKING LUNCH

1430 BUILDING THE NEXT GENERATION E2E CHANGE CONTROL PROCESS WITH EXTERNAL PARTNERS

- Highlighting the Change Control Process at Novartis/Sandoz
- Opportunities & Challenges identified in the journey to improvement
- How an optimal CR Process could look and what would be the advantages for the CMO, Novartis & the final customer

Maik Talarczyk, Head PMO ESO Sandoz (Director), **Novartis**
Nadine Brautigam, Change Coordinator External Supply Organisation, **Novartis**



1505 LEVERAGING TOOLS, OPTIMISING CONNECTIVENESS AND ENABLING HARMONISATION OF PROCESSES

- Understand where connections are needed to enable greater standardisation of process
- Define which operations should be implemented everywhere and which require a bespoke approach

Highlight key steps to allowing greater inter-connectiveness between all stakeholders, why this is important and which tools should be leveraged to increase efficiency and success
Olusegun Adetunji, Global External Manufacturing & Supplier Stream Lead, **Sanofi**



1540 NETWORKING BREAK

1610 **THE COMPLEX CHALLENGES EXPERIENCED IN CELL & GENE MANUFACTURING**

- Insights regarding supply chain challenges specific to Cell & Gene manufacturing
- Understand strategies to effectively forecast and integrate with healthcare providers
- Setting standards, expectations and best practices in an industry which doesn't follow normal trends

Cristian Circiumaru, Director, Global Supply and Ext. Manufacturing, **Orchard Therapeutics**

1645 **THE ROADMAP TO 2023 AND BEYOND - CLOSING PANEL DISCUSSION WITH THE ADVISORY BOARD**



Members of the advisory board for the Pharma Contract Manufacturing Forum will close conference Day 1 by sharing insights and opinions to give attendees key practical takeaways based on the sessions and topics presented throughout the day. Attendees are encouraged to write questions throughout the day to put forward.

Moderated by - **Maik Talarczyk**, Head PMO ESO Sandoz (Director), **Novartis**

Ulrich Ruemenapp, Head of Launch Preparations, **Bayer AG**

Yuliyana Manolova, Business Development Contract Manufacturing, **Acino**

Sean Callanan, Director Manufacturing Operations, **Horizon Therapeutics**

Daniel Hurni, Director Strategy and Business Operations, **Bristol Myers Squibb**

Philip Coetzee, Director Contract Manufacturing Organization Management,

Daiichi Sankyo Europe GmbH



1730 CLOSE OF DAY ONE



"It helped in better understanding the need for an effective relationship with suppliers and made clear the impact of sustainability in mutual business"

Operations Manager, Bayer

0845 WELCOME BREAKFAST

0905 OPENING REMARKS AND INTRODUCTION FROM OUR CHAIRPERSON

Maik Talarczyk, Head PMO ESO Sandoz (Director), **Novartis**



0915 PANEL DISCUSSION: WHAT DO RELATIONSHIPS LOOK LIKE IN 2023



- Are we in a trend of on-shoring or off-shoring?
- What are the impacts of the geopolitical environment on relationships with partners
- Rising costs and the threat to competitiveness – how to overcome this challenge with your partners

Moderated by - **Maik Talarczyk**, Head PMO ESO Sandoz (Director), **Novartis**
Katarzyna Kolodziej, Director DP (Formulation & Manufacturing), **ProQR Therapeutics**
Vladimir Trapkov, Project Manager Contract Manufacturing Operations, **Zentiva Group A.S.**
Miguel Blanca Cedillo, Senior Director Supply Chain & Procurement, **Omeros Corporation**



0950 INNOVATING TO OVERCOME SUPPLY CHAIN CHALLENGES

- A look into innovative strategies implemented from small-midsize pharma to overcome supply chain issues without incurring significant costs.
- Identify pragmatic solutions for overcoming supply chain hurdles, such as effective ways of diversifying supply chain routes
 - Applying consolidation and a hub concept to cost-effectively manage low-volume products and niche markets
 - Optimising transportation costs and managing increasing supply lead times (instead of higher inventories)

Friedrich Bischoff, VP Third Party Manufacturing, **Fresenius Kabi**



1025 COFFEE BREAK

1055 WORKING WITH CMOs DURING TRANSITION FROM EARLY TO LATE STAGE

- Understand the different requirements needed internally and externally, such as flexibility in operations and contractual agreements that don't constrain development
- How could CMOs adapt to offer the onboarding services required to enable small-medium sized organisations to grow
- Strategies to build partnerships that are designed to build up market-access production lines – an interesting niche for CMOs?

Bela Kelety, CTO, **SolasCure**
Claudia Kaspar, Manager Tech Transfer, **SolasCure**



1130 SUSTAINABILITY WITH EXTERNAL NETWORKS, HOW TO DEVELOP IT?

- Achieving an end-to-end approach to identify waste or ineffective operations
- What are reasonable expectations to have of your suppliers regarding their environmental impact and commitment to sustainable operations?
- How to implore a culture, workforce and operation that instils environmentally conscious decisions into all facets of their process?

Nicolas Puljic, Head External Manufacturing Biotech & Gene therapy, **UCB**



1205 NETWORKING LUNCH

1305 MAINTAINING TRANSFER AND PRODUCTION DURING COVID

- Detailed insights into production of PPQ batches with a CMO in China during Covid
 - Solve challenges from tech to permits, and overcome other regulatory constraints
 - Implementing data driven decisions to overcome obstacles from inefficiencies to shipment challenges
- Alexander Bijman**, Director, Large Molecule External Manufacturing Technical Operations, **MSD**

1340 INTERACTIVE ROUNDTABLE DISCUSSIONS

During this session, attendees will be given the chance to attend three roundtable discussions. The rotations will last 25 minutes each.

THE SHIFT AWAY FROM CLASSIC MANUFACTURING & OPERATIONS

- Classic to niche manufacturing trends
- Effectively moving into new modalities
- Sourcing skills and keeping talent

Katarzyna Kolodziej, Director DP (Formulation & Manufacturing), **ProQR Therapeutics**



HOW TO STAY COMPETITIVE WITH INCREASED MARKET PLAYERS

- Handling price increases and strategies to protect
- Who swallows the cost increase?
- Competitive advantages
- Overcoming rebates

Philip Coetzee, Director Contract Manufacturing Organization Management, **Daiichi Sankyo Europe GmbH**



ENABLING SUPPLY CHAIN ROBUSTNESS

- Transportation and shipping
- Increases to energy prices
- Accessing raw materials
- How to maintain robustness in a time of cost pressure

Ulrich Ruemenapp, Head of Launch Preparations, **Bayer AG**



1510 COFFEE BREAK

1540 ENSURING REGULATORY COMPLIANCE

- Identify the regulatory needs and requirements of different territories e.g. USA – EU
- Understand how regulations are developing, what the catalyst behind such developments are and how to implement readiness into your operations
- What are the key pitfalls in enabling regulatory compliance?

1615 PANEL DISCUSSION: ESG IN 2023

What strategies can you implement to enable sustainable and environmentally conscious operations throughout all aspects of your operations? The panellists will touch on strategies and insights regarding the following areas:

- Transport
- Drug substance and applications
- Packaging
- Third party and vendor management

Moderated by - **Maik Talarczyk**, Head PMO ESO Sandoz (Director), **Novartis**
Oğuzcan Bulbul, Public Affairs, Sustainability & Communications Director, **Abdi Ibrahim Pharmaceuticals**



1650 END OF CONFERENCE

INVEST IN MAKING AN IMPACT WITH THE PEOPLE THAT MATTER

Pharma Contract Manufacturing 2023

The **Pharma Contract Manufacturing Conference 2023** will be attended by **Heads of External and Contract Manufacturing and Outsourcing** from leading companies in the pharmaceutical sector. With CMO partnerships a core focus for the industry, there has never been a better time to achieve face-to-face, quality conversations with organisations looking to form new partnerships.

This is your opportunity to prove how your solutions and services can assist senior pharma leaders in overcoming their greatest challenges.

Can you provide manufacturing expertise and assistance in the following areas?

- | | | |
|-----------------------------------|---------------------------------------|---|
| ▶ Oral Solid Dose | ▶ Small Molecule APIs | ▶ Advanced Therapeutics |
| ▶ Steriles | ▶ Biologics | ▶ Clinical Trial Services |
| ▶ Softgels | ▶ Cell & Gene Therapy | ▶ Warehousing & Distribution |
| ▶ Large Molecule Biologics | ▶ Clinical Packaging/Labelling | ▶ Transportation |

GET IN TOUCH

Get in touch at partner@iqpc.co.uk to discuss sponsorship opportunities to meet your key business objective

“Lots of new knowledge and loved the fact that the speakers and attendees were so happy with information sharing. Also, the camaraderie with the attendees was great! ”

Country Lead, Global Value Web BV

FREE INDUSTRY RESOURCES

You can access a variety of free resources such as whitepapers, articles, news, podcasts and presentations online at :



pharmacontractmanufacturing.iqpc.co.uk



WORKSHOPS: 28TH MARCH 2023
CONFERENCE: 29TH – 30TH MARCH 2023
LOCATION: WYNDHAM GARDEN BERLIN MITTE, BERLIN, GERMANY

Pass Includes	GOLD PASS
Main Conference 29th-30th March 2023	✓
Workshop Day 28th March 2023	✓

Package Options For Pharma and Biotech Professionals	GOLD PASS
Register & Pay By 23rd December 2022	€1099+VAT SAVE €600
Register & Pay By 6th January 2023	€1249+VAT SAVE €450
Register & Pay By 3rd February 2023	€1399+VAT SAVE €300
Register & Pay By 3rd March 2023	SAVE €100 €1599 +VAT
Standard Price	€1699 +VAT

Solution Providers & Consultants	GOLD PASS
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Team Discounts	
Team of 3	10% ON ANY TICKET
Team of 5	15% ON ANY TICKET
Team of 7	20% ON ANY TICKET

* To qualify for discounts, bookings must be received with payment by the discount deadline. Only one discount/offer applicable per person.

Companies will be charged German VAT at 19%. VAT Registration #: DE 261 1019 14

CONFERENCE CODE: 13596.014

3 WAYS TO REGISTER

PHONE:
+44 (0) 207 368 9300

EMAIL:
ENQUIRE@IQPC.CO.UK

WEB:
PHARMACONTRACTMANUFACTURING.IQPC.CO.UK

START KNOWLEDGE SHARING AND NETWORKING BEFORE THE EVENT



DELEGATE DETAILS - SIMPLY COMPLETE THIS FORM AND CLICK SUBMIT

* To qualify for discounts, bookings must be received with payment by the discount deadline. Only one discount/offer applicable per person.
Please note: UK Companies will be subject to UK VAT at 20%. VAT Registration #: GB 799 2259 67
Please photocopy for each additional delegate

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Approving Manager

Name of person completing form if different from delegate

I agree to IQPC's cancellation, substitution and payment terms

Special dietary requirements: Vegetarian Non-dairy Other (please specify)

Please indicate if you have already registered by: Phone Fax Email Web

Please note: if you have not received an acknowledgement before the conference, please call us to confirm your booking.

PAYMENT METHOD

Total price for your Organisation: (Add total of all individuals attending):

Card Number: VISA M/C AMEX

Exp. Date: Sec:

Name On Card:

Billing Address (if different from above):

City/County/Postcode

Cheque enclosed for: €

(Made payable to IQPC Ltd.)

(Please quote **13596.014** with remittance advice)

Bank account details (EUR): **Account name:** IQPC Ltd Bank: HSBC **Account number:** 59090618 **Sort code:** 400515 **IBAN:** GB98MIDL40051559090618 **SWIFT:** MIDLGB22

VENUE & ACCOMMODATION

Wyndham Garden Berlin Mitte, Berlin, Germany.

https://www.pharma-iq.com/events-pharmacontractmanufacturing?mac=PM_IQ_Events_Title_Listing&utm_medium=Portal&utm_source=pharma-iq

Travel and accommodation are not included in the registration fee.

TEAM DISCOUNTS

IQPC recognises the value of learning in teams. Groups of 3 or more at the same time from the same company receive a 10% discount, 5 or more receive a 15% discount and 7 or more receive a 20% discount. Only one discount available per person

TERMS AND CONDITIONS

Please read the information listed below as each booking is subject to IQPC Ltd standard terms and conditions. **Payment Terms:** Upon completion and return of the registration form, full payment is required no later than 5 business days from the date of invoice. Payment of invoices by means other than by credit card, or purchase order (UK Plc and UK government bodies only) will be subject to a €65+ VAT per delegate processing fee. Payment must be received prior to the conference date. We reserve the right to refuse admission to the conference if payment has not been received. **IQPC 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 in 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. Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organizers 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 without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible. **Discounts:** All 'Early Bird' Discounts require payment at time of registration and before the cut-off date in order to receive any discount. Any discounts offered by IQPC (including team discounts) also require payment at the time of registration. Discount offers cannot be combined with any other offer.

**PAYMENT MUST BE RECEIVED
PRIOR TO THE CONFERENCE**