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 IT&CMA / CTW Asia-Pacific Exhibitor	 IT&CMA Buyer (MICE and Luxury Travel)
 IT&CMA Buyer (Association)	 Media
 CTW Asia-Pacific Corporate Travel Manager	 CTW Asia-Pacific Conference Delegate
 Speaker	 Trade Visitor

17 September 2018, Monday		
0900 – 2100	Booth Set Up (Including Special Design) <i>Exhibition Hall, Level 22, BCC</i>	
1000 – 1730	Registration For Exhibitors, Corporate Travel Managers, Conference Delegates and Speakers <i>Registration Counters, Level 22, BCC</i>	   
1130 – 2000	IT&CMA and CTW Asia-Pacific 2018 Friendly Golf Game	Invited Delegates
1230 – 1730	Pre-Show City Tours	   
18 September 2018, Tuesday		
0830 – 1730	Registration For Exhibitors, Corporate Travel Managers, Conference Delegates, Media and Speakers <i>Registration Counters, Level 22, BCC</i>	    
1200 – 1330	Meet-Your-Peers Session Pre-Networking Lunch <i>Lotus Suite 7, Level 22, BCC</i>	 
1330 – 1530	Meet-Your-Peers Session Join this lively, dynamic and multi-faceted networking session where you will get to meet your peers from the travel industry and benefit from sharing of experiences and best practices <i>Lotus Suite 7, Level 22, BCC</i>	 
1530 – 1600	Pre-Opening Refreshment <i>Pre-Function Area Outside World Ballroom, Level 23, BCC</i>	      
1600 – 1610	Opening & Welcome Remarks Darren Ng , Managing Director of TTG Asia Media <i>World Ballroom A&B, Level 23, BCC</i>	      
1610 – 1710	Keynote Address Transforming Your Audience Engagement The traditional methods of event marketing in the MICE industry is undergoing a transformation, moving away from a linear speaker-delegate approach towards a more experiential model that uses new tools such as Artificial Intelligence (AI), Virtual (VR) and Augmented Reality (AR) to create a more personal and community experience. The speaker and panel looks at what makes an experiential event effective and successful? They will also discuss how the industry can leverage opportunities from digital technologies to build greater brand sustainability and get higher ROI, and how MICE planners can work with marketers and influencers from multi disciplines to improve the way they engage with audiences. MODERATOR Oscar Cerezales PRESENTER & PANELLISTS Martin Nydegger , CEO, Switzerland Tourism	      

	<p>PANELLISTS Chiruit Isarangkun Na Ayuthaya, President, Thailand Convention & Exhibition Bureau (TCEB) Roger Wang, President, Marketing Institute of Singapore</p> <p><i>World Ballroom A&B, Level 23, BCC</i></p>	
1830 – 2130	<p>Opening Ceremony & Welcome Reception Hosted by Thailand Convention & Exhibition Bureau</p>	□ ★ ★ ◆ ▲ ○
19 September 2018, Wednesday		
0900 – 0930	<p>Registration For Exhibitors, Corporate Travel Managers, Conference Delegates, Media and Speakers <i>Registration Counters, Level 22, BCC</i></p>	□ ◆ ▲ ○ ■
0930 – 1040	<p>CTW Asia-Pacific Keynote Trends Shaping Business Travel in 2018 Overview of Asia Pacific corporate travel market</p> <p><i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	◆ ▲ ○
1040 – 1100	<p>CTW Asia-Pacific Coffee Break <i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	◆ ▲ ○
1100 – 1210	<p>CTW Asia-Pacific Forum 1 2018 Business Travel Survey Outlook/Priorities Panel How are travel managers managing the trends and risks that are impacting their business? How are they embracing new technologies and tools? What should be their key priorities for 2018?</p> <p><i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	◆ ▲ ○
1230 – 1400	<p>CTW Asia-Pacific Hosted Luncheon <i>Networking Area, Exhibition Hall, Level 22, BCC</i></p>	◆
1400 – 1510	<p>CTW Asia-Pacific Forum 2 Getting The Best Value From Your Suppliers</p> <ul style="list-style-type: none"> • How can your organisation align your negotiation strategies to capitalise on your supplier's assets and capabilities without increasing costs • How can you best navigate demand and supply cycles during boom and lull periods • How do you build trust and make your partnerships with suppliers mutually beneficial <p><i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	◆ ▲ ○
1510 – 1530	<p>CTW Asia-Pacific Coffee Break <i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	◆ ▲ ○
1530 – 1730	<p>CTW Asia-Pacific Business Appointment Sessions <i>CTW Asia-Pacific Pavilion, Exhibition Hall, Level 22, BCC</i></p>	□ ◆
20 September 2018, Thursday		
0900 – 0930	<p>Registration For Exhibitors, Corporate Travel Managers, Conference Delegates, Media and Speakers <i>Registration Counters, Level 22, BCC</i></p>	□ ◆ ▲ ○ ■
0900 – 1100	<p>CTW Asia-Pacific Exhibition and Appointment Sessions <i>CTW Asia-Pacific Pavilion, Exhibition Hall, Level 22, BCC</i></p>	□ ◆
1100 – 1120	<p>CTW Asia-Pacific Coffee Break <i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	◆ ▲ ○
1120 – 1230	<p>CTW Asia-Pacific Forum 3</p>	◆ ▲ ○

	<p>Managing Safety and Risks in a Digital Market</p> <ul style="list-style-type: none"> • With data exposed to more privacy and security risks, how prepared are organisations to fulfill their duty-of-care obligations. • Are they able to mitigate liability risks when a crisis arises • With greater personalization and user autonomy, how can travel companies help clients better integrate risk management in their travel programmes <p><i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	
1230 – 1400	<p>17th Sticky Awards Lunch & Travel Marketing Excellence 2018</p> <p><i>Networking Lunch Area, Exhibition Hall, Level 22, BCC</i></p>	
1400 – 1510	<p>CTW Asia-Pacific Forum 4</p> <p>The Changing Landscape for Payments</p> <p>With many invoices, multiple service providers and vendors used, a frequent pain point for corporations is the lack of financial visibility in the travel data and expenses.</p> <ul style="list-style-type: none"> • How mature are automatic electronic expense management tools to accurately capture payments and ensure tighter cost control • How can travel managers ensure secondary expenses (eg meals, car rentals, mobile data) are managed effectively • How can they take advantage of new technologies and data to evaluate strategy and supplier performance <p><i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	
1510 – 1530	<p>CTW Asia-Pacific Coffee Break</p> <p><i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	
1530 – 1640	<p>CTW Asia-Pacific Forum 5</p> <p>Assessing The Impact of New Disruptive Technologies on Business Travel</p> <p>The proliferation of digital tools and emerging technologies are making information more accessible and processes more interactive.</p> <ul style="list-style-type: none"> • How are organisations aligning themselves to demands from younger employees for a more personalised user experience • How are travel managers combining automation, big data, machine learning and blockchain to drive innovation and better understand the travel patterns and preferences of their users • How are new technologies improve business processes such as bookings, budget allocation and procurement <p><i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	
1640 - 1750	<p>CTW Asia-Pacific Forum 6</p> <p>The Choice of Your Travel Management Company: Should You Go Local or Global?</p> <p>Travel managers today continue to seek industry expertise and specialist support from their TMCs, who are valued partners in helping them understand issues such as culture and regulation and yet can offer the size, economies of scale and comprehensive solution for your travel needs. How should one decide between using a local and global TMC?</p> <p><i>CTW Asia-Pacific Knowledge Hub, Exhibition Hall, Level 22, BCC</i></p>	