

HSE360° summit

2020 MAIN HIGHLIGHTS

- Millennials and risk taking behaviour
- Use of modern technologies to prevent accidents
- Wellbeing and Mental Health Activities
- Successful leadership training programs
- Future of HSE



Upgrade your ticket and join one of the

Pre-conference **WORKSHOPS**

Soul-related injuries: Falling down and getting back up

29 January , 2020
14:30 - 18:00

LIMITED TO
30 PEOPLE!

Advanced Human Error

29 January , 2020
14:00 - 17:30

LIMITED TO
30 PEOPLE!

Introduction

Physically and psychologically, we are bio-mechanical wonders. Our bodies function to complex specifications to enable us to live our lives to the full. So imagine falling down all of a sudden because of many choices we've made in the past that went against all the bodily warning signs that were screaming within us. Result: the life we take so much for granted changes like the flick of a switch.

Recent advances in human error management based on alertness creation dovetail seamlessly with holistic and coordinated approaches to risk management. This evening sessions covers the recent advances in understanding the underlying reasons why people make physical and cognitive mistakes and what pro-active and proportionate steps can be taken to manage that risk. This includes issues around mental health.

Learning Outcomes

- An understanding on how 2 simple words (mental health) can have such a massive impact on individuals and their lives.
- An understanding of emotional hygiene and emotional First Aid (Guy Winch Ph.D.)
- Turning negatives into positives
- Realising our freedom to make choices (...)
- Prevention is better than the cure

- To understand how Human Error fits within a holistic risk framework.
- To understand recent advances in understanding the inter-linked and multi-faceted causes of human error.
- To acquire a tool-box of proven methodologies for pro-actively minimizing Human Error.



Gary Keohane

International Health & Safety Practitioner,
International Trainer, Life & Creative Coach
and Multi-discipline Adviser
Germany



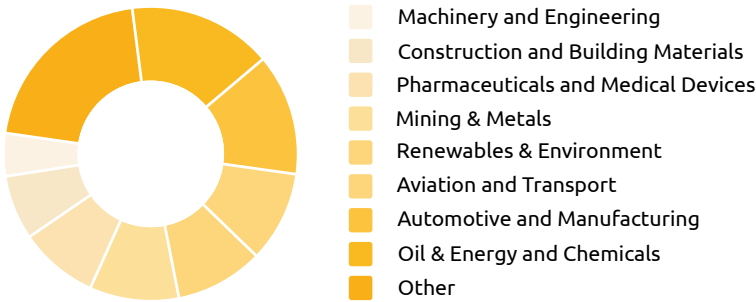
Tim Marsh

Managing Director
Anker and Marsh
United Kingdom

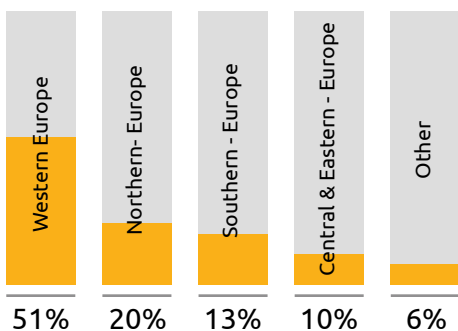
Overview of the past HSE360 event



Representation of Attendees by industry*



Representation of Attendees by region*



Feedback from previous events

“ Good mix of participants. Many great conversations during breaks! ”

“ Interesting event with several themes to be presented by knowledgeable speakers. ”

“ The summit was an important experience for me. ”

“ Thank you for this excellent conference! ”

97%

97 % said that they would **recommend** GLC Europe to their colleagues

95%

95% said that they would **attend** future GLC Europe events

* These are the statistics of the surveys conducted with the past participants of our HSE events.

Valued Speakers



MARIA HAMM
Head of HSE
ISS
Denmark



JAN GERDING
HR Director Europe North
ROBERT BOSCH A/S
Denmark



HANSJOERG HAGELS
Head of Occupational Safety
Boehringer Ingelheim
Germany



LARS-GUNNAR LARSSON
Vice President Health and Safety
NCC AB
Sweden



PHILIPPA KNAPP
Global Safety Awareness and
Behaviour Specialist
Vestas Wind Systems
Italy



PANAGIOTIS SOTIRIADIS
MSc, MBA(Hons), IOSH
Head of Safety and Health
Ministry of National Defense
Greece



ANTTI LEINO
Head of HSE
Skanska Finland
Chairman of Safety Group
Confed. of Finnish Construction Industries
Finland



JEFFREY GIESSE
Head of Implementation & Control
LafargeHolcim
France



MICHAEL KEATING
HSE Director, CRH Europe/Asia
CRH
Ireland



MARCO BARSANTI
Senior Vice President HSSE / Asset
Operations
Uniper
Germany



PER RENMAN
Group Safety Director
Boliden
Sweden



MICHAEL COOKE
SVP Global Head of
HSE and Sustainability
ABB Ltd.
Switzerland



TIM MARSH
Managing Director
Anker & Marsh
United Kingdom



DAVIDE SCOTTI
General Secretary
**Leadership in Health & Safety
Foundation**
Italy



KIZZY AUGUSTIN
Health & Safety,
Fire & Environment Partner
Russell Cooke LLP
United Kingdom



MATT HAZELTON
Motivational and Safety speaker
FOUR FRIENDS TALK
United Kingdom



NUNO MARQUES PEIRIÇO
Director of Health & Safety Performance
Veolia
France



ANDRÉ FEY
Head of HSE Extrusion Europe
Norsk Hydro
Norway



MATTHEW GREEN
Group HSEQ Director
WElink Group
United Kingdom



RIKIE VANDECRUYS
Vice President Safety, Health Environment
Bekaert
Belgium



KATE FIELD
Global Product Champion - Health and Safety
British Standards Institution
United Kingdom



MONICA MONTI
QHSE Manager (Cargo/Fleet)-Western Europe
Swissport
United Kingdom



PETER VUJANIC
Head of Safety, Health and Environment
UK Power Networks
United Kingdom



DR. HORST RAKEL
Director EHS
nVent plc
Germany



EWA SÖDERBERG
Risk Manager – Enterprise Risk Management (ERM)
Sandvik



HENNIE POWELS
Director EHS
ASML
The Netherlands



LORENZO VISENTIN
Group Head of EHS
DB Arriva plc
United Kingdom



HENRIK OLESEN
Former Safety Manager and Human & Organisational Performance Lead
Maersk
Denmark



STEFFAN GROCH
Partner & Head of Regulatory, Compliance and Investigations
DWF Law LLP
United Kingdom



LARRY WILSON
CEO & Author
SafeStart
Canada

In The Chair

KEITH HOLE
Vice Chair
Institution of Occupational Safety and Health Construction Group
United Kingdom



GARY KEOHANE
International Health & Safety Manager
Professional Trainer & International Event & Motivational Speaker
Germany

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For more information visit www.enhesa.com or speak to us at the event

SPEAKER:



MARIJKE YSERBIJS
European Sales Manager
Enhesa
Belgium

Day 1
KEYNOTE ARENA
10:20
Global Regulation and Policy on Mental
Health & Wellbeing



Quentic is one of the leading providers of Software as a Service (SaaS) solutions in the European EHS and CSR market. The company is headquartered in Berlin, Germany, and employs more than 200 people. Branch offices are located in Germany, Austria, Switzerland, Finland, Belgium, Denmark, and the Netherlands. More than 600 customers leverage Quentic's software solutions to strengthen their EHS and CSR management. The integrative solution is suitable to support management systems according to ISO 14001 (environment), ISO 50001 (energy), and ISO 45001 (occupational health and safety). Quentic networks data, connects all EHS and CSR actors, and encourages engagement across the entire field – via browser or app.

For more information visit: www.quentic.com or speak to us at the event

SPEAKER:



DR. MARIO LENZ
Chief Product Officer (CPO)
Quentic GmbH
Germany

Day 1
KEYNOTE ARENA
12:20
How artificial intelligence can support
future EHS Management



Gensuite is a leading, cloud-based EHS software solutions provider that enables diverse companies to foster safe & sustainable workplaces worldwide. Our fully configurable solutions are designed to solve today's toughest industry challenges – empowering companies to protect employees, minimize environmental impacts, to achieve functional program goals & objectives.

Our leaders were the first Gensuite end-users – and we continue that legacy every day, as we partner with our global subscriber group to continuously evolve & hyper-personalize our solutions to address growing & changing global needs.

For more information visit: www.gensuite.com or speak to us at the event

SPEAKER:



PETER WALSH
Director
Gensuite
France

Day 1
TECH SESSION
15:20
Delivering Improved EHS Performance with
Integrated Platform & Edge Technology

EVENT PARTNER



Founded in 1983 in Munich, Germany, **Institute Bruno Schmaeling Consulting Group** provides worldwide consulting services to manufacturing companies in the areas of:

- Innovative Behavioral Safety
- Innovative Behavioral Process Safety
- Innovative Lean Management

Based on new psychological research, IBS has developed a unique consulting and training program and has successfully supported more than 200 manufacturing companies worldwide. Consulting and training are available in several languages. Current and past clients include: Airbus, Anheuser Busch InBev, BMW, Bayer, Bosch, BASF, Clariant, Evonik, MAN, Mondi, MOL-Group, Neste, Saint Gobain, Sappi, Siemens, SSAB and Voest-Alpine.

For more information visit: www.ibs-schmaeling.com or speak to us at the event

SPEAKER:



BRUNO SCHMÄLING
Founder & CEO
*Institute Bruno Schmaeling
Consulting Group
Germany*

Day 2
KEYNOTE ARENA
09:40

Innovative Behavioural Safety® – the new
way to Safe Behaviour



DriveTech International is the world leader in Fleet Risk and Driver Safety Management including targeted driver training, online and on-Road. With a track record built over the last 45 years, DriveTech International now delivers fleet consultancy, Driver Risk Assessments and Driver Safety Training services in over 95 countries, in 35 languages.

Through its international network of over 50 partners, DriveTech International is able to provide a near one-stop-shop solution for its multinational clients that operate fleets in countries around the world.

Our products and services improve driver safety, reduce fleet running costs and ensure compliance with CSR and legal Duty of Care responsibilities.

Its UK-based mother company, DriveTech, is the UK's largest provider of driver offender retraining courses. DriveTech currently serves 12 UK police forces and Transport for London (TfL) directly and 34 UK police forces indirectly via NDORS (the National Driver Offender Retraining Scheme).

DriveTech International aims to eliminate serious injury and road death whilst simultaneously making a positive contribution to environmental awareness by working together with our partners, clients and stakeholders globally.

For more information visit www.drivetech.co.uk or speak to us at the event



Cority is the most trusted environmental, health, safety, and quality (EHSQ) software for assuring client success. Cority enables organizations to utilize EHSQ software to advance their journey to sustainability and operational excellence by combining the deepest domain expertise with the most comprehensive and secure true SaaS platform. With 30+ years of innovation and experience, Cority's team of over 350 experts serve more than 800 clients in 100 countries, supporting 2.5 million end users. The company enjoys the industry's highest levels of client satisfaction and has received many awards for its strong employee culture and outstanding business performance.

For more information visit www.cority.com or speak to us at the event



SafeStart is an advanced safety awareness and skills development programme that aims to help people avoid unintentional mistakes that lead to injury. It has helped thousands of companies in over 60 countries move beyond compliance and beyond the workplace to improve employee engagement, culture, family safety and business results. It has been successfully implemented in more than 3,000 companies worldwide, with over 3,5 million people trained in more than 30 different languages.

For more information visit eu.safestart.com or speak to us at the event

SPEAKER:



LARRY WILSON
CEO & Author
SafeStart
Canada

Day 1
KEYNOTE ARENA
09:00



Immersive Factory develops EHS training exercises in Virtual Reality. All these VR EHS exercises are based on real-life occupational health and safety issues and they are developed in partnership with multinational companies such as Veolia, Suez, Bureau Veritas, Saint-Gobain, Colas, Engie, Vinci, Volvo and many more. Once they are created, these VR EHS exercises become available on Immersive Factory cloud-based platform under various subscription models.

For more information visit www.immersivefactory.com or speak to us at the event

EXHIBITION PARTNER



Ringers Gloves' sole focus since 1996, is creating high performing, task-specific work gloves to advance hand safety technology. Beyond our broad portfolio of gloves designed to serve the unique needs of customers worldwide, we offer value add programs such as work site assessments to help our customers achieve compliance goals and improve their safety records. We also provide opportunities to test pilot our gloves in the field, ensuring customer satisfaction is guaranteed.

Ringers is dedicated to creating work gloves that achieve an equal balance of optimal fit, form, and function — so they can be comfortably worn the entire workday.

Powered by F3 Technology™, Ringers Gloves optimizes protection, dexterity, comfort, and durability — resulting in reduced risk of hand injury and lower total cost of ownership. And our strong global supplier relationships and geographic reach enables the complete and accurate delivery of our gloves, wherever and whenever needed worldwide.

We are dedicated to protecting hands – Because They're Worth It™!

For more information visit www.ringersgloves.com or speak to us at the event

Media Partners



Day 1 Program

30th of January, 2020



- 08:00 Registration & Networking with Welcome Coffee
- 08:30 Greeting from the Project Lead & GLC Icebreaker Session
- 08:50 Opening Remarks from the Chair

KEYNOTE ARENA

- 09:00** **Opening Keynote: Defenseless Moments - A different perspective on serious injuries**
 - Participants at this session will get a new and different perspective on serious injury causation, and more importantly, they will learn what they and their workforce can do to prevent serious injuries and fatalities from happening in the first place.

Q & A Session

LARRY WILSON
CEO & Author - SafeStart - Canada
- 09:45** **Is it possible to commercialize the HSE department?- from specialists to cultural influencers**
 - The commercial journey
 - Communication as an effective tool for creating a cultural change
 - Recruitment of future working environment managers (the organizational setup for work environment and safety)
 - The combination of working environment and business understanding
 - Graphs, toolbox and other KPIs that show the development of the work environment work

Q & A Session

MARIA HAMM
Head of HSE - ISS - Denmark
- 10:25** **Global Regulation and Policy on Mental Health & Wellbeing**
 - Global trends in the workplace
 - The Future of work
 - Upcoming regulatory developments for mental health around the world

Q & A Session

MARIJKE YSERBIJT
European Sales Manager - Enhesa - Belgium

11:05 Tea, Coffee, Networking & Exhibits & Book signing



KEYNOTE ARENA

- 11:40** **Four Friends; Matt was a director of a company and on his site, he painfully lost two brothers and two best friends. In this emotive hard-hitting story Matt discusses the accident itself, the constant hassle he received from the media and the court case he had to endure being a director of a company.**

Q & A Session

MATT HAZELTON
Motivational and Safety Speaker - Four Friends Talk - United Kingdom
- 12:20** **How artificial intelligence can support future EHS Management**
 - The commercial journey
 - Communication as an effective tool for creating a cultural change
 - Recruitment of future working environment managers (the organizational setup for work environment and safety)
 - The combination of working environment and business understanding
 - Graphs, toolbox and other KPIs that show the development of the work environment work

Q & A Session

DR. MARIO LENZ
Chief Product Officer (CPO) - Quentic GmbH - Germany

13:00 Luncheon & Networking



SAFETY CULTURE & LEADERSHIP SESSION

- 14:00** **Developing World Class Safety in a Challenging Industry- Mining**
- The BeSafe Concept
 - Professional Actors to hold difficult safety conversations
 - Videos by employees for employees
 - Mine automation improves Safety and Productivity
 - Fair & Just Matrix and Leading indicators

Q & A Session

PER RENMAN

Group Safety Director
Boliden - Sweden

- 14:40** **Transport Safety - Truck Fleet Safety Management**

Michael will explain the CRH Transport Safety Program with a focus on safer truck design, driver training and the monitoring of driver safety performance

Q & A Session

MICHAEL KEATING

HSE Director, CRH Europe/Asia
CRH - Ireland

- 15:20** **A Practical and Holistic Approach to Your "1 in 6"**

Good work is good for your mental health but bad work is bad for it. The methodological practicalities (and business benefits) of moving your "1 in 6" in work but 'struggling' towards 1 in 7 and not 1 in 5.

Q & A Session

TIM MARSH

Managing Director
Anker & Marsh - United Kingdom

TECH SESSION

- 14:00** **Digital Transformation in OHS Management**
- Digital Transformation Program
 - Digital Transformation & OHS
 - Using new solutions to optimise OHS management?
 - OHS digital training

Q & A Session

NUNO MARQUES PEIRIÇO

Director of Health & Safety Performance
Veolia - France

- 14:40**  **SLOT RESERVED FOR**



IMMERSIVE FACTORY

- 15:20** **Delivering Improved EHS Performance with Integrated Platform & Edge Technology**

- Best practice in EHS technology from integrated enterprise platform, to distributed edge technologies and analytics
- Using technology to move EHS out of the office, onto the site, and drive employee engagement
- Organisational and strategic imperatives, successfully adapting technology to the workplace, and integrating with enterprise systems

Q & A Session

PETER WALSH

Director
Gensuite - France

EMPLOYEE SESSION

- 14:00** **The Real World Risk to Women Workers from the Safety Management System**
- Women workers and physical, chemical and psychosocial risks
 - Male dominated legislatures disadvantage through paternalism
 - The compounding burden of unpaid work risks

Q & A Session

LORENZO VISENTIN

Group Head of EHS
DB Arriva plc - United Kingdom

- 14:40** **Engagement & Safety Performance**

- What motivates people to work safely?
- Traditional vs modern SHE management approaches
- Where does psychology fit in?
- Thought provoking communication
- Innovation in engagement

Q & A Session

PETER VUJANIC

Head of Safety, Health and Environment
UK Power Networks - United Kingdom

- 15:20** **Engaging all employees for a safe workplace - using dialogues and feedback conversations to finetune the company culture**

Q & A Session

EWA SÖDERBERG

Risk Manager – Enterprise Risk Management (ERM)
Sandvik - Sweden

16:00 **Tea, Coffee, Networking, Exhibits & Book signing**



KEYNOTE ARENA

- 16:40** **Taking a holistic approach - you're really hot!**

- Big wins, small steps Big wins, small steps
- Sustainability makes sense - financially as well!

Q & A Session

MICHAEL COOKE

SVP Global Head of HSE and Sustainability - ABB Ltd. - Switzerland

- 17:20** **Human and Organisational Safety Performance**

- Why Human and Organisational Performance is important to keep workers safe
- Traditional versus new view on safety culture
- Individual motivation to work safely
- Group motivation to work safely

Q & A Session

HENRIK OLESEN

Former Safety Manager and Human & Organisational Performance Lead - Maersk - Denmark

18:00 **Closing Remarks from the Chair**

18:15 **End of Day 1**

18:45 - 20:00 **Evening Drinks Reception**

Just a great opportunity to catch up with your fellow delegates to discuss the day's topics in a more relaxed atmosphere. Drinks and finger food will be served to all guests and you'll have the chance to check out any exhibitions you may have missed during the day. The evening will be relaxed and social, with lounge music.



Day 2 Program

31st of January, 2020

08:00 Meet, Greet & Networking with Welcome Coffee

08:20 Opening Remarks from the Chair

KEYNOTE ARENA

08:30 **The power of effective communication. The key role of HSE professionals in supporting safety leadership and engaging a workforce.**

Q & A Session

DAVIDE SCOTTI

General Secretary - Leadership in health & Safety Foundation - Italy

09:10 **Innovative Behavioural Safety® – the new way to Safe Behaviour**

Even companies with a very good safety culture are faced with an accident-plateau.

Innovative Behavioural Safety® is the new way which goes far beyond the known BBS Concepts. It deals with the ultimate causes for accidents – unconscious wrong behaviour patterns.

- What is the difference between Behaviour Based Safety (BBS) and Innovative Behavioural Safety (IBS)?
- Conscious unsafe behaviour and unconscious unsafe behaviour patterns – two sides of the same coin.
- Unconscious behaviour patterns – the root of safe behaviour
- Case Study (Quadrant-Mitsubishi)

Q & A Session

BRUNO SCHMÄLING

Founder & CEO - Institute Bruno Schmaeling Consulting Group - Germany

09:50 **The use of technology and AI - how to enable HSE practitioners and leaders focus on the key issues**

Q & A Session

MATTHEW GREEN

Group HSEQ Director - WELink Group - United Kingdom

10:30 Tea, Coffee, Networking & Exhibits



BEHAVIORAL SAFETY SESSION

SAFETY CULTURE

CASE STUDY SESSION

11:00 **Need for leadership commitment to change a SHE culture**

- What are the essential steps to drive a cultural change
- What is the importance of leadership commitment during such a journey
- How do you recognize such commitment

Q & A Session

RIKIE VANDECRUYS

Vice President Safety, Health Environment
Bekaert - Belgium

11:00 **Does ISO 45001 support a strong safety culture?**

- Organizations are often puzzled that the introduction of a safety management system does not always improve safety culture, especially long-term - why is this?
- The Safety Culture Maturity Model looks at behaviours and 10 elements which are needed for safety culture
- Does ISO 45001 address these elements?

Q & A Session

KATE FIELD

Global Product Champion - Health and Safety
British Standards Institution
United Kingdom

11:40 **Aiming for Zero Harm at Construction - Aligning Safety and Health Strategy & Operations**

Q & A Session

ANTTI LEINO

Head of HSE
Skanska Finland
Chairman of Safety Group
Confed. of Finnish Construction Industries
Finland

11:00 **The journey to become a Learning Organization, challenges and opportunities.**

- Learning Organization, what does it mean?
- What do you need to start the journey
- How can you translate theory in practice
- Uniper experience, the journey has started!
- Final remarks

Q & A Session

MARCO BARSANTI

Senior VP HSSE Asset Operations
Uniper - Germany

11:40 **Health and Safety in construction business**

- Safety culture and efficient safety tools within NCC
- Digital safety in construction business

Q & A Session

LARS-GUNNAR LARSSON

Vice President Health and Safety
NCC AB - Sweden

12:20 Luncheon & Networking

11:40 **Setting H&S behaviours for managers, supervisors and teams**

- My Team My Responsibility - at all levels of the company
- Building the behaviours into every day work
- Adapting from Manufacturing to Service & Construction
- Risk Management behaviour examples

Q & A Session

PHILIPPA KNAPP

Global Safety Awareness and
Behaviour Based Safety Specialist
Vestas Wind Systems - Italy

12:20 Holistic Safety Comprehension Model (HSCM): A Conceptual Approach to Safety for Large and Complex Industries

- HSCM structure
- Safety iceberg and HSCM
- The 5e way to implement HSCM

Q & A Session

PANAGIOTIS SOTIRIADIS

MSC, MBA(Hons), IOSH Head of Safety and Health
Ministry of National Defense - Greece

12:20 Benefits & challenges of a near miss system - a case report

- Is the Heinrich's law still applicable?
- Key drivers for a near miss system
- Learnings from near miss data
- How to keep the system alive?
- A look at the costs

Q & A Session

HANSJOERG HAGELS

Head of Occupational Safety Investigations
Boehringer Ingelheim - Germany

Lunch will be served in the
hotel restaurant

13:00 Luncheon & Networking

13:00 Luncheon & Networking

WELLBEING/MENTAL HEALTH SESSION

H&S SESSION

HSE VS. LEGAL

14:00 Mental Health as a strategic focal point

- Changing the mindset for Stress prevention
- How to get Mental Health on the Agenda
- How to make mental health a shared responsibility with significantly results

Q & A Session

JAN GERDING

HR Director Europe North
Robert Bosch A/S - Denmark

14:00 Practical Implementation of Health & Safety

Discover simple yet effective tools and programs designed to ensure implementation across a diverse global group.

Q & A Session

JEFFREY GIESSE

Head of Implementation & Control
LafargeHolcim - France

14:00 Candour - The new and growing desire for openness and how it helps create a trusted safety culture

Q & A Session

STEFFAN GROCH

Partner & Head of Regulatory, Compliance and Investigations
DWF Law LLP - United Kingdom

14:40 Will "Zero Accidents" Cover Mental Health?

- "Zero Accidents" or "Zero Harm" as the dominant paradigm in organisational safety management
- But work-related injuries cause less than 5% of lost days related to sick leave
- Mental health issues are now the second largest cause of sickness absence in organisations
- Is "Zero Accidents" still a suitable framework for the future?

Q & A Session

DR. HORST RAKEL

Director EHS
nVent plc - Germany

14:40 Embedding safety in high tech field service operations

- Introduction
- Safety in design; design for serviceability
- Using good catches and near misses to mature the safety program
- Lessons learned

Q & A Session

HENNIE POWELS

Director EHS
ASML - The Netherlands

14:40 Leading Health and Safety from the 'top' - how senior directors and managers can help to minimise the risk of legal liability in the event of an incident

- Proactive H&S management - all about managing 'risk'
- Accident Investigation and how to protect the business and its individuals
- Corporate policies and practices - how accountable is senior management?
- Occupational Health vs Physical Safety
- Importance of Incident Response Protocols / Crisis and Reputation Management

Q & A Session

KIZZY AUGUSTIN

Health & Safety, Fire & Environment Partner
Russell Cooke LLP - United Kingdom

15:20 Using Mindfulness to improve Safety and Wellbeing

The audience will learn what Mindfulness is, and its effects on the brain, the feedback from an 8 week Mindfulness trial with London bus drivers and get a chance to try Mindfulness for themselves.

Q & A Session

MONICA MONTI

QHSE Manager (Cargo/Fleet)-Western Europe
Swissport- United Kingdom

15:20 The necessary evolution of HSE professionals

- Then, now and tomorrow - A profession changed
- The future skill set of HSE managers
- How to initiate and manage the change
- Opportunities and pitfalls

Q & A Session

ANDRE FEY

Head of HSE Extrusion Europe
Norsk Hydro - Norway

Please join us in the main conference room for the closing remarks.

16:00 Closing Remarks from the Chair

16:20 Farewell Tea, Coffee & Networking

17:00 End of Day 2

Registration Form

HSE 360 Summit

30 – 31 January, 2020, Sofitel Berlin Kurfurstendamm, Berlin - Germany

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1. Payment terms. GLC requires the full payment of the registration fee within 5 working days from the issue date of the invoice. GLC reserves the right to refuse entry to any client who has not paid their invoice. The registration fee includes: conference documentation, admission to all conference sessions, lunches and refreshments, admission to networking social events. The registration fee does not include: travel, hotel accommodation, transfers or insurance. All prices given are net prices. VAT is only charged in the following cases: the client is resident in Hungary; the client is a private individual; the client is based in the European Union, but does not hold a valid EU VAT registration number. In these cases, additional 27% VAT will be charged.

2. Hotel accommodation. Overnight accommodation is not included in the registration fee. A special, reduced rate may be available at the hotel hosting the event. Please note that the number of rooms available through this special rate is limited, thus we recommend that our clients book their accommodations as soon as possible.

3. Cancellation policy. The client has the right to cancel his/her registration in the event in accordance with our cancellation policy, which is the following: There is a 50% liability on all conference registrations once made, whether the booking was made through our website or via e-mail/ telephone/ fax. If the client cancels with more than 8 weeks' advance notice, GLC shall be entitled to an amount equivalent to 50% of the conference fee and 22 EUR administration charge. In case the client has already made his/her payment, this will be deducted from the conference fee GLC has already received and the remainder will be refunded. If no conference fee has been received prior to the cancellation request, GLC will issue an invoice for the cancellation fee (the amount equivalent to 50% of the conference fee and 22 EUR administration charge), which the client must pay immediately upon receipt. No refunds are available for cancellations received with 8 weeks' (or less) advance notice or in case the client fails to attend the conference.

the conference fee and 22 EUR administration charge), which the client must pay immediately upon receipt. No refunds are available for cancellations received with 8 weeks' (or less) advance notice or in case the client fails to attend the conference. In these cases, the full amount of the conference fee must be paid.

4. Cancellation by GLC. While every reasonable effort is made to adhere to the advertised program, circumstances can arise which may cause changes in the program, including but not limited to changes in the content, date(s), location or venue, or special features of the planned event. Such circumstances include but are not limited to acts of terrorism, war, extreme weather conditions, compliance with government requests, orders and legal requirements, failure to third party suppliers to timely deliver, and failure to register the minimum target amount of attendees for a given event.

GLC reserves the right to change the content, date(s), location or venue and/or special features of an event, to merge the event with another event, or to postpone it or cancel it entirely as appropriate under the circumstances. The client agrees that GLC shall not be liable for any cost, damage or expense which may be incurred by client as a consequence of the event being so changed, merged, postponed or cancelled and client agrees to hold GLC harmless and to indemnify GLC in case of liability caused by any such changes, mergers, postponements or cancellations.

5. Cancellation of the event. In case GLC cancels an event, GLC may offer the client a full credit up to the amount paid by the client to GLC. This credit shall be valid for up to one year from the issue date of the invoice to attend any GLC-sponsored event. The client shall not be entitled to this credit as a contractual right.

6. This contract shall be governed and construed in accordance with the laws of Hungary (not including its conflict of laws and provisions). Any disputes arising out of this contract shall be brought before the courts of Hungary situated in the city of Budapest in Hungary. At its sole discretion, GLC may elect to bring any dispute arising under this contract to the jurisdiction of the courts in which the client's offices are located.

7. Any terms and conditions contained in the client's acceptance which contradict or are different from the terms and conditions shall not become part of the contract unless individually negotiated with GLC and expressly accepted by GLC. 8. Other currencies. In case the client requires payment in other than the official currency (EUR), GLC reserves the right to apply 8% currency risk surcharge to the actual exchange rate.

8. By signing the contract I confirm that I accept GLC's data privacy policy which is available at <https://glceurope.com/data-privacy-statement/>