

Notes of Opening Ceremony and General Assembly Part 1 held on Thursday 8th February 2018 in Tokyo

Present and Apologies: See Appendix A

OPENING

Mr. Akihiko Tamura, Commissioner of the Japan Tourism Agency (JTA) and Mr. Mamoru Kobori, Executive Vice President, Japan National Tourism Organization gave opening addresses and welcomed IAPCO to Tokyo.

Opening Address

The President welcomed the members to the Annual Meeting & General Assembly in Tokyo 2018.

The President thanked the supporters of the Annual Meeting and also “Team Tokyo” for their excellent organisation.

The President thanked the partners of IAPCO who enabled many of our activities to take place.

The 2017 Highlights Video was shown describing the activities of the previous year. Various activities were then highlighted:

- EDGE Taipei 2017 and 2018 – presented by Jason Yeh of GIS, hosts
- EDGE KL – presented by Mathias Posch of ICS, on behalf of hosts AOS
- EDGE Florence – presented by Nicola Testai of OIC, hosts
- Dubai Legacy Scholarship – donated by Meeting Minds from the profit of the AM in Dubai
- EDGE Guadalajara – presented by Alejandro Ramirez Tabche of BTC, future host
- EDGE The Hague – presented by Nicolette van Erven, of Congress by design, future host
- Save the date for Suzhou, China of 9-11 April 2018 was noted

Rebrand

Olivia Galun and Ori Lahav presented the IAPCO Rebrand which was enthusiastically received.

Anniversary

Nicolette van Erven presented the IAPCO Anniversary plans for the 50th celebrations. These too were enthusiastically received.

GA PART 1

Strategic Plan

The growth in various activities were presented to the members

- Revenue targets for 2017 were exceeded by 5%
- Education targets were up year on year
- EDGE Seminars were increasing in attendance with Florence being the first “sell out”
- Tokyo was the largest Annual Meeting ever held with 102 participants.

Membership

The president welcome the new members present:

- Atsushi Seki from JTB Communication Design, Japan
- Franck Grosset from Kuoni Switzerland
- Marischal De Armond, Podium Conference and Association Specialists, Canada
- Bertrand Joehr from Symporg SA, Switzerland
- Julia Juhyun from The Plan, Korea
- Nicola Williams from Worldspan, UK

New Members not present were recognised:

- Bioscientifica, UK
- EASL – European Association for the Study of the Liver, Switzerland

The President welcome two new Observers, both present:

- Kitty Wong, of K&A, Taiwan
- Liu Ping of China Star Ltd., RoC

The membership summary was outlined:

- 44 membership enquires from 31 countries
- 8 new members from 6 countries
- 4 resignations: Serenas NOM, Key Congress, MCI Dublin and AOPC. Paloma Belles was particularly recognised as a long standing member of IAPCO.
- 1 Termination: Interium, Turkey
- 1 Member who had been under caution during 2017 was reinstated: Figur, Turkey
- 3 members were currently under caution for 2018
 - Congress Conference, Norway
 - MCO France
 - Leading, Portugal
- Currently there were 116 members from 41 countries
 - 84 Company Members
 - 24 International Office Members
 - 8 National Office Members

The 2017 Quality Review had been undertaken with the next steps outlined:

- Investigate anomalies in terms of upcoming events and event services / staff turnover
- Follow up references provided
- Conduct random evaluation on event information provided
- Establish an educational benchmark and communicate this to members
- Re-evaluate the process and fine tune as required

Standing Orders and Statutes

Proposed amendments to the Standing Orders and Statutes had been circulated to all members 3 months prior to the General Assembly. No objections had been received.

Key components of the changes were:

Statutes:

- General tidying up of content and avoidance of duplication with the Standing Orders.*
- Change of Year End to 31 December.* It was proposed that the yearend would come into immediate effect, with the current year ending on 31 December 2017.

Proposer Cristina Aru, EGA

Seconder: Marischal De Armond, Podium

Vote: Unanimously approved with no abstentions or objections

Standing Orders

A. *General tidying up of content and avoidance of duplication with the Statutes*

B. *Adjustments to quality criteria*

- No year-end self-assessment
- No quality seminar
- IOMs must attend the AM&GA every 3 years rather than 4

C. *Change to application criteria – Meetings Organised*

- 10 National or International Meetings attended by a minimum of
 - 400 participants (International Meeting)
 - or
 - 1000 participants (National Meeting)

... have been engaged exclusively or principally on a permanent basis in organisation of all services required for the preparation and running of the Organisation's main meeting, where the number of participants exceeds 800, for at least 2 years.

D. *Adjusting In-House Organiser criteria to reflect their business model*

... have organised 4 national or international meetings within the last 2 years attended by a minimum of 100 participants.

E. *Non-payment of Subscription Fees*

Failure to pay within four months of invoice will result in automatic termination of membership. Re-instatement of a member whose membership was terminated due to non-payment of subscription is at the discretion of council.

F. *Process of making amendments to Standing Orders*

Council can notify all members of an urgent change by email seeking approval. The change would only be confirmed after a period of one month if no objections received. If objections received from less than 10% it can be revised; if more than 10% needs to be deferred to the next GA for discussion.

Proposer Cristina Aru, EGA

Seconder: Marischal De Armond, Podium

Vote: Unanimously approved with no abstentions or objections

Membership Restructure

The President outlined the proposal for the new Membership Restructure – see Appendix B for presentation.

Jean Paul de Lavison asked: what was the anticipated long-term goal of IAPCO in say 5 or 10 years? Was it to increase membership? The President responded that membership had not been the key consideration in the development of the restructure, it was not designed as a vehicle for an increase in membership. No particular target was set for membership increase, the overriding consideration being the right companies with the right quality to be accepted. The concept was to extend the membership reach beyond Europe.

Marischal De Armond requested clarification on staff based in other countries working remotely. It was confirmed that these would not qualify as Member Offices as a specific structure was required to meet the Member Office criteria.

Helle Klestrup reiterated the need for good communication with the CVBs, stressing that this was not an "A" or "B" membership structure.

Tatsuo Arai sought clarification on whether it was the physical number of offices or the number of registered Member Offices upon which the fees would be based. It was confirmed that it was the number

of physical offices, however this was based almost entirely on the number of countries represented within a group as national offices fell within the scope of either the Company Member or the Member Offices.

Vote: To accept the proposed Membership Structure as presented
Against One – Tatsuo Arai
Abstentions: None
Acceptance: 98% of the voting members present including 4 proxy votes

The President confirmed the next steps to be taken:

- Adjustments to be made to the Standing Orders and Statutes
- Standing Orders and Statutes to be presented in GA Part 2
- Standing Orders and Statutes to be circulated to members allowing for a one-month period for feedback/objections
- If approved, the revised membership fees, based on the size of member companies as indicated on the year-end Company Report would be invoiced in April.

Association Management

The President announced the new Council as there would be no elections, there being the same number of applicants as vacancies:

- Mathias Posch, President
- Barbara Calderwood, new Council Member
- Monica Freire, new Council Member
- Sarah Markey-Hamm, new Council Member

Peder Andersen and Alain Pittet would step down after 10 years and 2 years respectively.

The President confirmed the full time position of Olivia Galun as the IAPCO Member Services Manager.

The President announced that Sarah Storie-Pugh, the current Executive Director, would stand down at the end of May 2019. A process of recruitment will begin shortly, however, after initially ensuring a smooth and comprehensive transition, it was anticipated that the current ED would not be lost to IAPCO after May 2019.

Finance and Pre-Circulated Documents

The Statement of Accounts to 2017 were circulated in July 2017 and as no objections, or questions, were received, these were automatically approved.

The Notes of the General Assembly held in Dubai in February 2017 were previously circulated.

2017 Accounts

The Statement of Accounts to 31 December 2017 had been previously circulated with the agenda in January. A small profit of 354 euros had resulted against an anticipated 4162 loss, bringing the year-end reserves to €226 444.

Peder Andersen as the outgoing Treasurer handed over to Keith Burton, the incoming Treasurer.

The new Treasurer reported on the recent history of IAPCO finances:

- 20 years ago, 1998, IAPCO had just €2677 euros in the bank (€3842 in today's money) – IAPCO was almost bankrupt!
- 10 years later, 2008, the reserves had risen to €127,794.

- Today, 2018, they stand at €226,444 – a healthy balance which is held as a retention against 9-10 months of operational costs
- For this year it is anticipated that the balance will rise to €250,000.

What brought about this change?

- An increase in membership growth from 55 members in 1998 to 117 members today
- Introduction of partnerships (destination sponsors)
- Concentrated focus on education
- Due diligence and good financial stewardship - under the watchful eye of initially Vincent van Wulfen and then Peder Andersen, supported by the Executive Director.

2018 Budget

The Treasurer reported on the 2018 budget previously circulated

- Revenue is up by 8%
- Expenditure is up by 0.1%
- Anticipated surplus of €23554
- As at 31 December 2017, reserves retained of €226,444
- Current budgeted position as at 31 December 2018, reserves retained €225,000 with plus €25000 of funds retained for anticipated non-recurring activities.

Marischal De Armond asked for clarification on the level of reserves. The Treasurer responded that it was the intention of Council to retain the reserves at €225,000 representing 9 months of trading.

Approval of Papers

- Approval of Annual Report previously circulated with agenda
- Approval of Financial Report and documents
- Acceptance of the 2017 Notes of the General Assembly of Dubai

Proposer Jurriaen Sleijster, MCI Group

Seconder: Sarah Markey-Hamm, ICMS

Vote: Unanimously approved with no abstentions or objections

Any Other Business

There being no other business the General Assembly Part 1 was duly closed.

APPENDIX A – LIST OF ATTENDEES OF ANNUAL MEETING

DELEGATES			
Burton, Mr. Keith	South Africa	Delegate	African Agenda
Buongiorno, Mr. Gianluca	Italy	Co-Delegate	AIM Group International
Semprebene Buongiorno, Ms. Patrizia	Italy	Delegate	AIM Group International
Freire, Ms. Monica	Portugal	Delegate	AIM Group International
Toujan, Ms. Alsaqqa	Jordan	Delegate	Arab Organizers
McLeod, Ms. Roslyn	Australia	Delegate	Arinex Pty Ltd
Kavalec, Ms. Tamara	Australia	Delegate	Arinex Pty Ltd
Cabre, Ms. Marta	Spain	Delegate	Atlanta Travel And Events Consultant
Vietor, Mr. André	Spain	Delegate	Barceló Congressos
Ramirez Tabche, Mr. Alejandro	Mexico	Delegate	Business Travel Consulting
Todorovic, Ms. Dusica	Slovenia	Co-Delegate	Cankarjev Dom
Pečovnik, Ms. Breda	Slovenia	Delegate	Cankarjev Dom
Krausmann, Ms. Teresa	Denmark	Co-Delegate	CAP Partner
Kvalheim, Ms. Hanne	Denmark	Delegate	CAP Partner
Marhoul, Mr. Petr	Czech Republic	Delegate	C-IN
McGrane, Ms. Nicola	Ireland	Delegate	Conference Partners International
Hickey, Ms. Elva	Ireland	Delegate	Conference Partners International
Van Erven, Ms. Nicolette	Netherlands	Delegate	Congress by design
van der Meer, Ms. Jacqueline	Netherlands	Delegate	Congress Care
Nishimura, Ms. Ikuko	Japan	Co-Delegate	Congress Corporation
Shibuta, Ms. Kaoru	Japan	Co-Delegate	Congress Corporation
Nomura, Ms. Kayo	Japan	Delegate	Congress Corporation
Pittet, Mr. Alain	Switzerland	Delegate	Congrex Switzerland Ltd.
Bärfuss, Ms. Judith	Switzerland	Co-Delegate	Congrex Switzerland Ltd.
Nagakawa, Ms. Masumi	Japan	Co-Delegate	Convention Linkage, Inc.
Miyagawa, Ms. Ruriko	Japan	Delegate	Convention Linkage, Inc.
Kern, Mr. Michael	Turkey	Delegate	Dekon Group
Klestrup, Ms. Helle	Denmark	Co-Delegate	DIS Congress Service
Andersen, Mr. Peder	Denmark	Delegate	DIS Congress Service
D'endice, Mr. Felice	Italy	Co-Delegate	EGA Worldwide
Dieni, Mr. Gaetano Maria	Italy	Co-Delegate	EGA Worldwide
Aru, Ms. Cristina	Italy	Delegate	EGA Worldwide
Charalambous, Mrs. Erene	Greece	Co-Delegate	ERA Ltd
Tolis, Ms. Irene	Greece	Delegate	ERA Ltd
Sicchi, Mr. Jérôme	France	Delegate	Europa Organisation
Kim, Ms. Alex Eunjeong	South Korea	Delegate	Ezppm
Chen, Ms. Amber	Taiwan	Co-Delegate	GIS Group
Yeh, Mr. Jason	Taiwan	Delegate	GIS Group
Markey-hamm, Ms. Sarah	Australia	Delegate	ICMS
Kim, Ms. So-young	South Korea	Delegate	Insession Inter Convention Service
Wong, Ms. Maggie	Hong Kong	Co-Delegate	International Conference Consultants
Tam, Ms. Katerina	Hong Kong	Delegate	International Conference Consultants
Abbott, Ms. Jenn	Canada	Co-Delegate	International Conference Services
Posch, Mr. Mathias	Canada	Delegate	International Conference Services
Preussner, Mr. Markus	Germany	Delegate	Interplan Ag

Arai, Mr. Tatsuo	Japan	Delegate	Japan Convention Services, Inc.
Ikeda, Ms. Yukari	Japan	Co-Delegate	Japan Convention Services, Inc.
De Lavisson, Mr. Jean Paul	Canada	Delegate	JPdL International
Bando, Ms. Machiko	Japan	Co-Delegate	JTB Communication Design, Inc.
Seki, Mr. Atsushi	Japan	Co-Delegate	JTB Communication Design, Inc.
Kojima, Ms. Kimie	Japan	Co-Delegate	JTB Communication Design, Inc.
Machida, Mr. Tadashi	Japan	Delegate	JTB Communication Design, Inc.
Muelli, Ms. Jocelyne	Germany	Co-Delegate	K.I.T. Group GmbH
Talboom, Mr. Stephane	Germany	Delegate	K.I.T. Group GmbH
Atanassova, Ms. Magdalena	Israel	Co-Delegate	Kenes Group
Lahav, Mr. Ori	Israel	Delegate	Kenes Group
O Hare, Ms. Siobhan	Ireland	Delegate	Keynote PCO
Grosset, Mr. Franck	Switzerland	Delegate	Kuoni Congress
NARNE, Mr. ARJUN	India	Delegate	KW Conferences Pvt Ltd
Sleijster, Mr. Jurriaen	Switzerland	Delegate	MCI Group
Cerezales, Mr. Oscar	Singapore	Co-Delegate	MCI Group Asia
Hilliard, Ms. Natasha	Canada	Delegate	MCI Group Canada
Yap, Ms. Shook Fung	Malaysia	Co-Delegate	MCI Group Asia
Calderwood, Ms. Barbara	United Kingdom	Co-Delegate	MCI Group UK
Oh, Mr. Kyuchul Chris	South Korea	Delegate	MCI Korea
Bhojwani, Mr. Ajay	India	Co-Delegate	MCI Middle East
Kim, Ms. Bannie	South Korea	Co-Delegate	MECI
Shin, Ms. Julie Hyejin	South Korea	Delegate	MECI
Testai, Mr. Nicola	Italy	Delegate	OIC Group
De Bellis, Ms. Ginevra	Italy	Delegate	OIC Group
De Armond, Mr. Marischal	Canada	Delegate	Podium Conference/Assn Specialists
Joehr, Mr. Bertrand	Switzerland	Delegate	Symporg Sa
Tarrab, Mr. David	Mexico	Delegate	T&C Group
Stanley, Mr. Ben	United Kingdom	Delegate	TFI Group Ltd
Tonkin, Ms. Jan	New Zealand	Delegate	The Conference Company
Lee, Ms. Sunmin Minah	South Korea	Co-Delegate	The Plan Co.
Yi, Ms. Juhyun Julia	South Korea	Delegate	The Plan Co.
Daugulis, Mr. John	Canada	Delegate	Venue West Conference Services
Williams, Ms. Nicola	United Kingdom	Delegate	Worldspan
Ucakli, Mr. Musa	Turkey	Delegate	ZED Event Management

IAPCO HQ			
Storie-Pugh, Ms. Sarah	United Kingdom	Delegate	IAPCO
Galun, Ms. Olivia	United Kingdom	Delegate	IAPCO

INVITED			
Smith, Ms. Claire	Canada	Guest	PCMA
Deve, Mr. Remi	Belgium	Media	Boardroom
Tembhare, Mr. Vikas	UAE	Media	Meeting Media Group – HQ Magazine

CANCELLATION/NO-SHOWS			
De Sebastian Jr, Mr. Carlos	Spain	No Show/Cxn	Kenes Group LATAM
Gurbuz, Mr. Mustafa Fethi	Turkey	No Show/Cxn	Serenas Tourism
Gurbuz, Ms. ISIL	Turkey	No Show/Cxn	Serenas Tourism

OBSERVERS			
Liu, Ms. Ping	China	Observer	China Star
Wong, Ms. Kitty	Taiwan	Observer	K&A International Co. Ltd.

DESTINATION PARTNERS			
Au, Ms. Alice	Canada	Partner	Business Events Toronto
Ventresca, Mr. Scott	Canada	Partner	Business Events Toronto
Jakobsen, Mr. Steen	United Arab Emirates	Partner	Dubai Business Events
Aumann, Ms. Nele	Germany	Partner	Hamburg Convention Bureau
Alswede, Ms. Nina	Germany	Partner	Hamburg Convention Bureau
Page, Ms. Dawn	United Kingdom	Partner	Hong Kong Tourism Board
Chan, Ms. Helen	United Kingdom	Partner	Hong Kong Tourism Board
Elia, Ms. Letizia	Switzerland	Partner	MCH Messe Basel AG
Hopton, Ms. Stephanie	Australia	Partner	Melbourne Convention And Exhibition Centre
Chappell, Ms. Fiona	United Kingdom	Partner	Melbourne Convention Bureau
Nagy, Mr. Michael	Brazil	Partner	Rio Convention & Visitors Bureau
Boulanger, Mr. Eric	Brazil	Partner	Rio Convention & Visitors Bureau

ACCOMPANYING PERSONS			
Mr Terry Hibbitt		A/Person	The Conference Company
Mrs. Anna Pittet		A/Person	Congrex Switzerland
Mr Darin Nishi		A/Person	International Conference Services
Mr. Ivan Atanassov		A/Person	Kenes Group
Mrs. Yonit Lahav		A/Person	Kenes Group
Mr. Harry Boele		A/Person	Congress By Design
Mrs. Grazina Talboom		A/Person	K.I.T. Group GmbH
Mr. Roger Löbl		A/Person	K.I.T. Group GmbH
Mrs Karin Preussner		A/Person	Interplan Ag
Mrs. Madeline Sloan		A/Person	Venue West Conference Services
Mr Éamonn O'Callanain		A/Person	Conference Partners
Ms Greta Donna		A/Person	EGA Worldwide
Mrs. Paulina Ibarra		A/Person	T&C Group
CEO Mohannad Ali		A/Person	Arab Organizers
Mrs. Veronika Marhoulova		A/Person	C-IN
Ms. Sandra Langeveld		A/Person	Congress Care

APOLOGIES		Proxy Votes	
Hanser, Inge	Germany	Roslyn McLeod, Arinex	CPO HANSERSERVICES
Tsatsou, Georgia	Greece	Irene Tolis, ERA	ERASMUS
Guyon Chabre, Florence	France		LIVE! By GL Events
Cordeiro, Rodrigo	Brazil	Jurriaen Sleijster, MCI	MCI Brazil
Walter, Stefan	Austria		Mondial Congress & Events
Cammi, Luigi	Italy	Nicola Testai, OIC	PLS Educational
Folegani, Marzia	Monaco		Publi Creations SAM
Niville, Luc	Belgium		Semico NV

APPENDIX B – MEMBERSHIP RESTRUCTURE PRESENTATION



Membership Restructure

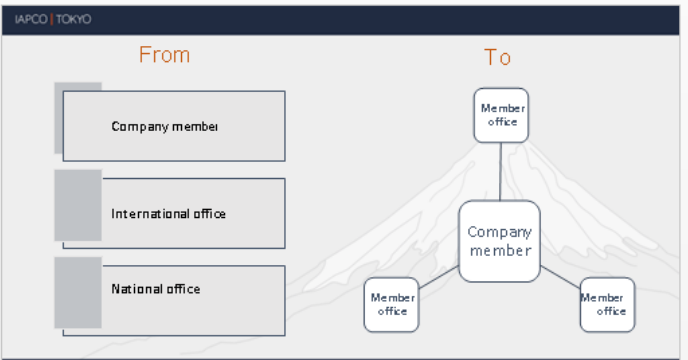
Key considerations

- Simplify membership structure
- Maintain the quality stamp associated with IAPCO's brand
- Accommodate a variety of business models

IAPCO | TOKYO

Key features

- 1 company = 1 vote
- You only pay for one office per country, regardless of the number of offices you have within that country
- Fees are fairer
- Global recognition of IAPCO's reach is good for all of us



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Member office criteria

- ✓ 50% or more owned by the Company Member
- ✓ Have a permanent office and a fixed office address
- ✓ Minimum 2 full-time, front-facing experienced staff
- ✓ Evidence of the office's experience in PCO business

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Member office criteria

- ✓ Must sign the code of conduct
- ✓ Provide referee contact details
 - a) a client b) CVB or venue
- ✓ Complete services checklist, either centrally or locally
- ✓ Evidence that PCO business is its main business

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Member office benefits and rights

- Website listing
- Identified on world map on website
- Free access to Web-EDGE
- Member discounts, e.g. EDGE seminars, PCMA's Convening Leaders, PCMA Digital Event Strategy training, etc.
- Staff from member offices can stand for Council but must have attended a minimum of 2 Annual Meetings in the preceding 6 years

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Website listing

Australia

Arlinx Pty Limited
 Rachel A. McLeod OAM, Managing Director
 Level 10, 51 Druitt Street
 Sydney, NSW 2000
 Tel: +61 2 9246 9705
 E-mail: pcoclad@arlinx.com.au
www.arlinx.com.au
 Company Member

ICM Pty Ltd
 Sarah Markey-Hamm, CEO
 PO Box 170, Hawthorn VIC 3122
 Victoria 3006
 Tel: +61 3 9580 9200
 E-mail: sarah@icm.com.au
www.icm.com.au
 Company Member

MCI Australia
 Sydney Office
 Member Office of MCI Group, Switzerland

Lynn Fairbairn
 Level 2, 19 Harris Street
 Pyrmont NSW
 Tel: +61 2 9213 4000
 E-mail: lynn.fairbairn@mci-group.com
www.mci-group.com/australia
 Registered Member Office

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Maintaining quality

Member Offices must meet the quality criteria

Each year, the Company Member will be required to endorse the quality standing of each of its Member Offices

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Membership fees

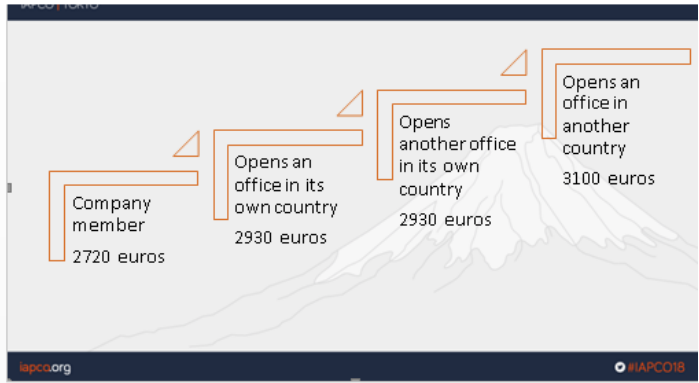
We considered basing fees on:

- turnover
- company size
- number of staff
- EBITDA (earnings before interest, tax, depreciation and amortisation) – benchmark for setting the value of a company

decided on size of the company
 i.e. the number of PCO offices a company has

Membership fees

One Office	2720 euro
One Office and any number of offices within the country of the One Office	2930
2-3 Offices (any number of national offices within those countries)	3100
4-6 Offices (any number of national offices within those countries)	4500
7-10 Offices (any number of national offices within those countries)	8500
11-15 Offices (any number of national offices within those countries)	12500
15-20 Offices (any number of national offices within those countries)	16000
21-25 Offices (any number of national offices within those countries)	19000
Over 25 Offices (any number of national offices within those countries)	22000



- ### The new structure ticks all the boxes
- ✓ Embraces current business models
 - ✓ Demonstrates IAPCO's global outreach
 - ✓ Clearly communicates our membership criteria to the outside world

- ### The new structure ticks all the boxes
- ✓ Makes the Company member responsible for the quality across all of its member offices
 - ✓ Delivers a fairer fee structure, i.e. one that relates to the size of the company
 - ✓ Streamlines membership management

The change process

If your vote is YES
i.e. at least 66% of those with voting rights

- Change standing orders and statutes to reflect decision
- Existing IOMs and NOMs automatically registered as member offices as they have already met the quality criteria
- Facility for registering additional member offices will be provided to all company members

The timetable

- Circulate updated standing orders and statutes in GA Part 2
- After the GA circulate them to those members not present
- Allow one month for any feedback (mid March)
- If approved invoice for 2018 subscriptions (April) based on the 'year end' information each of you submitted in your company report in December 2017

Notes of Awards Presentation and of General Assembly Part 2 held on Saturday 10th February 2018 in Tokyo

AWARDS

The results of the IAPCO Driving Excellence Awards were announced:

International Client Award:

Shortlist:

ICSMGE nominated by MECI

ASQ nominated by MCI UAE

IPOPI nominated by AIM Group

Winner: ASQ nominated by MCI UAE

Regional Client Award

Shortlist:

LAWASIA nominated by Congress Corporation

ECTRIMS nominated by Congrex Switzerland

ESID nominated by Kenes Group

Winner: ECTRIMS nominated by Congrex Switzerland

Recognition [Supplier] Award

Shortlist:

O2 Arena nominated by Guarant

Bella Centre nominated by Kenes Group

Winner: O2 nominated by Guarant

Trophies were presented to the nominating companies. Award Statues would be provided to the nominating companies for presentation to the winners at an event of the nominees'/winners' choice.

Collaboration Award

The winning video of the 2017 Collaboration Award, won by SIAARTI and AIM Group International, as presented at the IBTM Leaders' Summit, was shown, and the trophy presented to AIM Group International.

Innovation Award

Shortlist:

Christina Götze, Congrex Switzerland

Amber Chen, GIS Group

Rosa Garriga Mora, Kenes Group

The videos of those shortlisted were shown to the members present, who proceeded to vote for the winner. The winner would be announced at IMEX Frankfurt at the gala evening.

GA PART 2

Statutes and Standing Orders

As a result of the acceptance of the new membership re-structure, the Statutes and Standing Orders required adjustment. The proposed adjustments had been circulated 24 hours previously for those present to review.

Changes embraced:

- Member Offices replaced International Office Members and National Office Members - voting rights adjusted
- Member Offices replaced International Office Members and National Office Members throughout – as per membership restructure
- Clarification of subscription fees payable
- Alignment of voting conditions for procedures to Amendments to the Standing Orders.

Those present were asked to vote on approval of the changes to the Statutes and Standing Orders:

Proposer: Jurriaen Sleijster, MCI Group
Seconder: Cristina Aru, EGA
Vote: Unanimously approved with no abstentions or objections

Council

Jan Tonkin thanked the current Council for their hard work during the year. She especially recognised Alain Pittet, who was standing down from Council after two years due to a career change, and Peder Andersen, who was standing down after 10 years on Council including 8 years as Treasurer.

The new Council members were named and each gave a short presentation about themselves

- Barbara Calderwood, MCI UK
- Monica Freire, AIM Group International, Portugal
- Sarah Markey-Hamm, ICMS, Australia

The new Council, under the new president Mathias Posch, were confirmed.

Olivia Galun, Members Services Manager, and Sarah Storie-Pugh, Executive Director, were thanked for their hard work during the year.

Summary

Wrap Up

Hazel Jackson, facilitator, summed up the key learnings from the various sessions that had taken place during the past three days.

Closing Evaluation

Members present completed the closing evaluation of the Annual Meeting Tokyo 2018.

Partners – vlog winners

The voting of the 11 vlogs previously shown were voted upon, and the winner was Team Dubai.

Future Annual Meetings

2020

The winning bid was Vancouver for the 2020 Annual Meeting & General Assembly.

2019

Basel gave a presentation on the arrangements for the 2019 Annual Meeting in Switzerland, presented by Alain Pittet and Judith Bärffuss, Congrex Switzerland, and Letizia Elia, MCH Messe Basel AG.

Closing

Jan Tonkin, the outgoing President thanked everyone for the support she had received throughout her two-year term.

Mathias Posch, the incoming President, addressed the members present:

He thanked the whole Team Tokyo for a very successful Annual Meeting.

He thanked Jan Tonkin for her fantastic presidency and her on-going and relentless commitment to IAPCO and its members. “As a huge advocate for both education and IAPCO’s reach into Asia, she will now take up the mantle for future Education. Under her leadership, her diligence in tidying up the Association has been evident throughout: the Standing Orders and Statutes have been tightened, the membership restructure is completed and there has been an increased reach into Asia, alongside increased member engagement and the launch of the rebrand. She is also a true friend.”

He spoke about IAPCO, “a unique association that punches above its weight, to a large extent due to the commitment of the members, an incredibly engaged Council and the ‘hardest working HQ in the industry!’”

“There is a responsibility to keep thinking big, keep innovating and keep strengthening our standing as PCOs. Not having been born when IAPCO was founded, in 1968, we need to consider the IAPCO GA in 2068, to start setting a few stones that will shape our association and our industry; and for all of us to think beyond our term and act beyond our mandate.”

“Moving forward, a few of the highlights I envisage for my term:

- A strong commitment to our quality mandate and an active industry outreach
- Widening our reach in areas like Asia and Latin America
- Strengthening the networking and collaboration among our members and providing new platforms to do so in order for us to grow further
- Reaching out to new emerging markets and becoming more inclusive as an association to support the ongoing development in our industry and help raise quality and standards as a whole.”

“It is our mandate to strengthen the ‘P’ in PCO and therefore be a reliable brand of quality to clients and our industry peers. We have members from 41 countries, a council from 5 continents, we are a global association: a Global Voice for quality, a Global Platform for collaboration and networking. IAPCO shows over and over again that we are a united force. Together we can achieve great things.”

The General Assembly Part 2 was closed, and would meet again in Basel, Switzerland in February 2019.