



THE HAGUE
10-13 SEPT

CONNECTED
FOR THE FUTURE

FIA Mobility Conference Week 2013

10 – 13 September

The Hague, The Netherlands

FIA Events: fiacw@fia.com

FIA Mobility: mobility@fia.com

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10-13 SEPT

CONTENTS

WELCOME	02
PROGRAMME	03
SESSION DETAILS	
– TUESDAY 10 SEPTEMBER	07
– WEDNESDAY 11 SEPTEMBER	08
– THURSDAY 12 SEPTEMBER	09
– FRIDAY 13 SEPTEMBER	11
– OPTIONAL PROGRAMME	12
SPEAKER BIOGRAPHIES	14
SOCIAL EVENTS	20
SPOUSE PROGRAMME	23
PRACTICAL INFORMATION	26
THE HAGUE	27
VENUE INFORMATION	29



WELCOME

Dear Friends,

It is our great pleasure to welcome you to Conference Week 2013.

Last year's conference in Prague in the new format was a great success. Clubs embraced the changes and appreciated the interactivity and variety.

This year's theme for Conference Week is "Connected for the Future." It focuses on the challenges that clubs are facing – how to remain relevant in times of technical changes, how to turn threat into opportunity and how to learn from others and to benefit from shared innovations and new thinking.

With strategic sessions, interactive workshops and open discussions, you'll have the chance to hear some future-oriented thinking, connecting it to your own experiences, and exchange ideas on best practice and emerging trends, all within a truly international arena.

We are happy to be able to mark a very special occasion together: the Koninklijke Nederlandse Toeristenbond (ANWB) is celebrating its 130th Anniversary, making it the oldest Club in the FIA family.

Thank you for coming to the FIA Mobility Conference Week in The Hague.

With best wishes,

Jean Todt and Brian Gibbons



Jean Todt
FIA President



Brian Gibbons
FIA Deputy President
for Mobility

Dear Presidents and Delegates,

Cycling and the Netherlands belong together like Michael Schumacher and Formula 1. No less than 84% of all Dutch people own a bike, and a staggering 18 million bikes fill our streets – twice as many as the total number of cars in our country.

With figures like these, you would almost forget that 130 years ago cycling was something quite new. Yet it was in 1883 that some enthusiastic young Dutch cyclists started a club in order to promote their common interests. And over time that club became today's Royal Dutch Touring Club ANWB.

This year we will celebrate our 130th Anniversary, and for this reason the FIA Mobility Conference Week will take place in the Netherlands. Cycling will definitely be on the agenda, but we will also have time to discuss the most recent developments in mobility that will have a great impact on our members and our clubs.

I am looking forward to meeting you all in The Hague.

Guido van Woerkom



Guido van Woerkom
President & CEO Royal Dutch
Touring Club ANWB

EVENT PROGRAMME

TUESDAY

10
SEPTEMBER

MORNING

08.30 - 10.00
Optional Programme
CLUB CORRESPONDENTS MEETING

10.30 - 12.30
Optional Programme
VISIT OF THE ANWB
Emergency Centre & Technical Centre





WEDNESDAY

11
SEPTEMBER

MORNING

09.15 - 11.15
OWNING YOUR FUTURE
Keynote Speech

THURSDAY

12
SEPTEMBER

MORNING

09.15 - 10.30
CONNECTING CARS
Keynote Speech



11.00 - 12.30
Workshop Sessions
1. OWN THE CLIENT
Keep your members and get new ones
2. BIG DATA
How to make best use of your data

FRIDAY

13
SEPTEMBER

MORNING

09.15 - 10.30
THE CAR: WHAT'S NEXT?
Keynote Speech




11.00 - 11.45
INTO THE FUTURE
Closing Session


AFTERNOON

14.00 - 14.30
FIA CONNECTED
Opening Plenary

14.30 - 17.00
130 YEARS OF EXCELLENCE
ANWB's Success Story



19.30
WELCOME COCKTAIL
ANWB Headquarters



AFTERNOON

13.00 - 18.00
IMOBILITY CHALLENGE
Intelligent Mobility for Smart Cities (Valkenburg Airport)





19.30
FREE EVENING
in The Hague




AFTERNOON

14.00 - 15.30
Workshop Sessions
1. OWN THE DATA
Keep your «Right to Repair»
2. CHANGING MEMBERSHIP
Keep seniors mobile members

16.00 - 18.00
LEARNING FROM EACH OTHER
Share Fair



19.30
GALA DINNER
Louwman Museum



AFTERNOON

14.00
Optional Programme
GUIDED TOUR OF THE HAGUE
Sightseeing by Bike or Boat




THANK YOU FOR COMING!



THE HAGUE
10-13 SEPT

SESSION DETAILS

TUESDAY

10 SEPTEMBER

FIA CONNECTED

INAUGURAL SESSION OF THE MOBILITY CONFERENCE WEEK

14:00 – 14:30

LOCATION: MESDAG BALLROOM



SPEAKERS:

Jean Todt, Guido van Woerkom,
Brian Gibbons, Susan Pikrallidas

130 YEARS OF EXCELLENCE

ANWB'S SUCCESS STORY

14:30 – 17:00

LOCATION: MESDAG BALLROOM



MODERATOR:

Amanda Ngabirano, AAU

The ANWB was founded 130 years ago by cycling enthusiasts. Cycling is again currently a hot topic. This session not only reflects on ANWB's activities but also looks to the future in keeping with the central theme of Bicycle/Cycling. The aim is to ease traffic congestion while at the same time taking into account health and pollution considerations, and many countries look to the Netherlands as a guiding force in cycling. Speakers will discuss cycling in the Netherlands and internationally, and where it might fit in the future in relation to cars and other transport modes.



WEDNESDAY

11 SEPTEMBER

OWNING YOUR FUTURE

KEYNOTE SPEECH
by Adjiedj Bakas

09:15 – 11:15

LOCATION: MESDAG BALLROOM

Forty years ago, the majority of people still lived in rural areas and migration to the cities was a new trend. This session looks to the next 40 years with renowned trend watcher Adjiedj Bakas. Author of the book "The State of Tomorrow," he expects that more people will migrate to cities, life expectancy will grow dramatically, energy will become very cheap, the CO2-hype will end, and raw materials will be recycled in smart ways. Global digitalisation will continue and new mobility forms will emerge, with obvious impact on the world of FIA members.



IMOBILITY CHALLENGE

INTELLIGENT MOBILITY FOR SMART CITIES

13:00 – 18:00

LOCATION: VALKENBURG AIRPORT

This event at Valkenburg airstrip will showcase latest developments in the field of efficient, cooperative, smart and safe mobility. Participants can test drive some of more than 40 demo vehicles including electric cars; co-operative applications; and the latest advanced driver assistance systems for safety. More than 50 demonstrations running through the day will be complemented with four 30-minute sessions - co-operative systems for urban areas; live demonstrations of the autonomous self-driving car; ecall crash response demonstrations; and a competition between celebrity drivers.



THURSDAY

12 SEPTEMBER

CONNECTING CARS

KEYNOTE SPEECH
by Ton Steenman

09:15 – 10:30

LOCATION: MESDAG BALLROOM

The convergence of cars, devices, and the cloud gives automakers an unprecedented opportunity to transform the driving experience. By adding enhanced connectivity as well as computational intelligence in the car, a new world of in-vehicle services and applications is within reach. Learn about new technology opportunities and how partners in the industry can collaborate to make tomorrow's innovative in-vehicle experience happen.

WORKSHOPS

OWN THE CLIENT

KEEP YOUR MEMBERS AND GET NEW ONES

11:00 – 12:30

LOCATION: MESDAG 1

BIG DATA

HOW TO MAKE BEST USE OF YOUR DATA

11:00 – 12:30

LOCATION: MESDAG 2

OWN THE DATA

KEEP YOUR "RIGHT TO REPAIR"

14:00 – 15:30

LOCATION: MESDAG 1

CHANGING MEMBERSHIP

KEEP SENIORS MOBILE MEMBERS

14:00 – 15:30

LOCATION: MESDAG 2

LEARNING FROM EACH OTHER

SHARE FAIR

16:00 – 18:00

MEETING ROOMS:
MESDAG BALLROOM, WHITE 1 & 2, BLUE.

FIA UNIVERSITY

Learn what to learn at the FIA University.

FIA GRANTS

Come and see the best Road Safety Grant Projects of 2012 and 2013.

IDP WORKSHOP

Future opportunities from revisiting international driving permits (IDP).

WORKSHOPS DETAILED

OWN THE CLIENT

In an age of rapidly emerging new business models, take a fresh look at how Clubs can engage and retain members. Hear about current ideas on customer-driven value creation and the platforms needed for transforming members into value creators. Share your own experience at discussion tables and explore how to enhance the value creation potential of current and new members.

SPEAKERS: Jeff Walker, CAA - NN, FC BARCELONA

MODERATOR: Silviya Svejnova, ESADE University



BIG DATA

Developments in mobile communication technology are reshaping cars and the way we drive. New technology approaches will also mean changing market opportunities and business constellations. Learn who the main players are today and who they might be tomorrow and the impact on Clubs in a renewed mobility context.

SPEAKERS: Rod Chapman, RACV - Richard Cornish, VODAFONE -

Graeme Banister, FROST & SULLIVAN

MODERATOR: Carlo Van De Weijer, TOM TOM



OWN THE DATA

Access to a vehicle's technical system to perform diagnosis, service, maintenance and repair is critical to a Club's roadside assistance operations. It is also a matter of giving consumers the right to choose. Access to information and telematics with the objective to safeguard competition to the consumer's benefit is the focus of this session.

SPEAKERS: Detlef Wilke, DELPHI - Thomas Funke, OSBORNE CLARKE -

Maja Berends, ADAC - Stefanee Lovett, AAA

MODERATOR: Jack Short, OECD



CHANGING MEMBERSHIP

In most countries the population is ageing and so are the Clubs' customer groups. At the same time, in many countries the younger generation is less dependent on the car. Membership will change as older drivers give up cars and younger ones opt for alternatives. This session will look at how Clubs accommodate these trends and where new opportunities might lie.

SPEAKERS: Jim Langford, Monash University Accident Research Centre -

Robert Stephen, American Association of Retired People

MODERATOR: Silviya Svejnova, ESADE University



FRIDAY

13 SEPTEMBER

THE CAR: WHAT'S NEXT?

KEYNOTE SPEECH
by David Metz & José Viegas

09:15 – 10:30

LOCATION: MESDAG BALLROOM

The world is facing a rethink on transport and mobility. The 19th century was the age of railways, the 20th century that of the car. What does this century hold? We'll look at what lies ahead in new mobility forms as the success of the car becomes self-limiting, with road congestion constraining the freedom it promises. Learn how car use per capita is stagnating in many developed economies and how this will affect future planning, usage and alternative modes of mobility.



MODERATOR: Luis Vives, FIA University

INTO THE FUTURE

CLOSING SESSION

11:00 – 11:45

LOCATION: MESDAG BALLROOM



2013 UPCOMING MEETINGS
FIA Mobility

EMERGING LEADERS PROGRAM –
OCTOBER 14-18, 2013 – BARCELONA (SPAIN)
FIA ANNUAL GENERAL ASSEMBLY –
DECEMBER 02-06, 2013 – PARIS (FRANCE)

OPTIONAL PROGRAMME

TUESDAY 10 SEPTEMBER

CLUB CORRESPONDENTS MEETING

08:30 – 10:00

LOCATION: BLUE MEETING ROOM

Welcome to the traditional Club Correspondents meeting during which the FIA will give an overview on this year's activities and next year's plans with a special focus on the Commissions' work.



VISIT TO THE ANWB EMERGENCY CENTRE

10:30 – 12:30

MEETING POINT: LOBBY OF THE HILTON HOTEL

The ANWB Emergency Centre is at ANWB headquarters, a short drive from the Conference venue. The Centre receives 2.25 million calls a year from members needing assistance, from advice on the best garage to repair their car, to support with a medical problem.



VISIT TO THE ANWB TECHNICAL EXPERTISE CENTRE

10:30 – 12:30

MEETING POINT: LOBBY OF THE HILTON HOTEL

With over one million roadside assists a year, ANWB's Wegenwacht is the market leader in Roadside Assistance in the Netherlands. In 90% of cases vehicles are repaired on the spot. The road patrols need to be well trained, equipped and supported, and this comes from the Technical Expertise Centre in Ypenburg, a 15-minute drive from The Hague. The 50 employees of the centre will be on hand to show you around and answer questions.





THE HAGUE
10-13 SEPT

SPEAKER BIOGRAPHIES

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ADJIEDJ BAKAS



Identifying economic, technological, demographic, environmental, spiritual and security trends has been the core business for Adjiedj throughout his working life. Of Indian origin, he was born and raised in Latin America and has lived in Europe for more than 28 years. In the Netherlands, where he currently lives, he was elected 'Immigrant Businessman of the Year' in 2008 and 'Trendwatcher of the Year' in 2009. He has sold more than 500,000 books worldwide and was one of the first commentators to predict the current economic crisis – and the path to recovery. His books include 'Beyond the Crisis' (about the future of capitalism), 'World Megatrends' (about the future of humanity) and he co-authored 'Living Without Oil.' He is known as an exciting, stimulating, expert, humorous, visionary and entertaining speaker.

Adjiedj is keynote speaker for "Owning Your Future" on Wednesday morning.

SUSIE BARRON-STUBLEY



Susie Barron-Stubley is an International Motivational Speaker, Conference Host, Chairperson, Keynote Speaker, Business Trainer and Author who possesses an inimitable mixture of energy, enthusiasm and compassion whenever she steps onto a stage. Her speaking experience spans almost a decade, speaking all over the world to audiences in the UK and Europe, Dubai, China, Singapore, the Philippines, Thailand, Indonesia, Malaysia, India, South Africa and Australia. She has a unique talent for understanding, energising and motivating her audience through a blend of storytelling, humour and knowledge. Her warmth and empathy connects her to her audiences and her understanding and experience of cultural diversity is extraordinary, having worked with groups as varied as Middle Eastern Business Women and the Exclusive Brethren.

Susie is facilitator for the entire Mobility Conference Week.

DAVID METZ



David has had a career as a scientist and civil servant in a number of research organisations and government departments in the United Kingdom. For five years he was Chief Scientist at the Department for Transport and is currently a visiting professor at the Centre for Transport Studies, University College London, where he is conducting an active research programme focusing on travel behaviour and demographic change. He is author of many published papers, the book 'The Limits to Travel' (2008), and is completing a new book, 'Peak Car – the Future of Travel'.

David is one of the keynote speakers for "The Car: What's Next?" on Friday morning.

AMANDA NGABIRANO



Amanda is an urban and regional planner. She holds a Bachelor of Urban Planning from Makerere University in Kampala and a Master of Science in Urban and Regional Planning and Development from Greenwich University. Other qualifications include a Certificate in Communication from China University of Foreign Affairs in Beijing and a Certificate in Computer Applications from Makerere University. She has great skill and experience in orderly and planned physical development for sustainability, and is also a specialist in non motorised transport and public communication.

Amanda is moderator for "130 Years of Excellence" on Tuesday afternoon.

JACK SHORT



Jack was the Secretary General of the International Transport Forum (ITF) from 2006, when it was set up, to 2011. The ITF is an international intergovernmental body for transport, bringing together more than 50 countries. Previously he was Secretary General of the European Conference of Ministers of Transport, the predecessor of the ITF, where he worked since 1984. Of Irish origin, he has also worked in Ireland in various governmental bodies. At present he is undertaking research on road safety at Trinity College Dublin.

Jack is the moderator for "Connecting Cars" on Thursday morning and "Own the Data - Keep your Right to Repair" on Thursday afternoon.

TON STEENMAN



Ton is Vice President of the Intel Architecture Group and General Manager of the Intelligent System Group. He is responsible for growing Intel's business in a variety of intelligent connected devices across a spectrum of business sectors worldwide. He has held numerous positions in Intel's field sales organization and a variety of business units. Over the past few years, he has held general management positions for the Embedded Intel Architecture Division, the Modular Communications Platform Division, the Embedded and Communications Processor Division, the Low-power Embedded Products Division, and was most recently General Manager of the Embedded and Communications Group. Prior to joining Intel in 1982, he held software engineering and microprocessor design positions at Siemens Netherlands and the Royal Dutch Air Force. He received a Bachelors Degree in Electrical Engineering in 1980 in the Netherlands.

Ton is keynote speaker for "Connecting Cars" on Thursday morning.

SPEAKER BIOGRAPHIES

SILVIYA SVEJENOVA



Silviya is Professor of the Business Policy Department at ESADE Business School, where she teaches Strategy and Entrepreneurship. She holds a PhD in Management from IESE Business School. She graduated from the International Faculty Development Program of IESE-HEC-SDA Bocconi and has been through post-graduate training in Entrepreneurship (EECPCL) at Harvard Business School. Prior to joining ESADE Silviya was a Lecturer in Strategy at the Cranfield School of Management (UK). She has also taught at ESCI-UPF (Spain) and Varna University of Economics (Bulgaria), and worked as a Research Associate of the General Management Department at IESE Business School. Her course "International Entrepreneurship" was recognized by CEMS (The Global Alliance in Management Education) as Course of the Year 2008, from among 120 courses across 17 business schools and universities.

Silviya is moderator for "Own the Client" and on Thursday morning and "Changing Membership - Keep Seniors Mobile Members" on Thursday afternoon.

CARLO VAN DE WEIJER



Carlo has a Masters degree in Mechanical Engineering from the University of Technology in Eindhoven and a PhD degree from Technical University in Graz. He began his career in 1990 at TNO Automotive, moved to Siemens VDO in 2001 to head the Eindhoven automotive navigation development lab, since 2007 part of TomTom. Currently he is VP for Traffic Solutions within TomTom and part-time director of the Strategic Area Smart Mobility at Eindhoven University of Technology. He is a member of the board of ITS Netherlands and AutomotiveNL.

Carlo is moderator for "Big Data - How to make the best use of your data" on Thursday morning.

JOSÉ VIEGAS



José has been Secretary General of the International Transport Forum at the OECD since August 2012. A Portuguese national, he had a distinguished career in academia and the private sector before joining the Forum as its chief executive. A full Professor of Transport at the Technical University of Lisbon, he served as Director of MIT-Portugal's Transport Systems focus area and founded TRANSPORTNET, a group of eight European University Research Groups in Transport Systems. As Chairman of TIS.pt consultants, he advised governments and international institutions, including the World Bank and the European Commission, on a number of high-profile policy initiatives and transport projects. He holds a PhD in Civil Engineering from the Technical University in Lisbon and undertook postgraduate studies at the University of Karlsruhe, Germany. He speaks fluent Portuguese, English, French, Spanish, German, and Italian.

José is one of the keynote speakers of "The Car: What's next?" on Friday morning.

LUIS VIVES



Luis is the Executive Director of International Custom Programs and Associate Professor of Strategy and General Management at ESADE Business School. Before joining ESADE, he was Postdoctoral Fellow at the MIT Sloan School of Management. As a strategy expert, he has worked with CEOs and top management teams to challenge their thinking about strategy and talent development. He has participated in Executive Programs in the United States, Europe, Middle East and Latin America. He has designed, taught and consulted multinational companies across a broad range of business sectors. His research focuses on internationalisation and multinational management and the creation and development of adapted business models.

Luis is moderator for "The Car: What's Next?" on Friday morning.



THE HAGUE
10-13 SEPT

SOCIAL EVENTS

SOCIAL EVENTS



WELCOME COCKTAIL

DATE & TIME: Tuesday 10 September, 19:30 - 22:00

VENUE: ANWB Headquarters

MEETING POINT: 19:00 in the lobby of the Hilton Hotel for shuttle departure

DRESS CODE: Smart casual

The Rotunda is the most spectacular feature of the ANWB's head office. The fountain in the centre bears a philosophical verse by Dutch poet Jan Engelman for travellers to contemplate. The floor depicts a compass rose made of San Sebastian natural stone. A warm welcome to the Netherlands and especially to our head office for the cocktail reception!

GALA DINNER

DATE & TIME: Thursday 12 September, 19:30 - 22:30

VENUE: The Louwman Museum

MEETING POINT: 18:45 in the lobby of the partner hotels for shuttle departure

DRESS CODE: Dark suit, evening dress

The amazing Louwman Museum is home to the world's oldest private collection of motorcars. Experts consider the collection of more than 230 antique and classic cars one of the most beautiful in the world. Enjoy a delicious dinner in a fantastic setting!

CYCLING THROUGH THE HAGUE

DATE & TIME: Friday 13 September, 14:00

MEETING POINT: Lobby of the Hilton Hotel at 13:45

DURATION: 2.5 - 3 hours

The bicycle, the traditional Dutch means of transportation, affords cyclists a more direct experience of places they pass along their way. Your guides on this bike ride are striking personalities from The Hague who are happy to share their stories about life in the city with you. Please advise if you'd prefer to be on a tandem bike with another rider. Helmets are available on request.

EXPERIENCE THE HAGUE BY BOAT

DATE & TIME: Friday 13 September, 14:15

MEETING POINT: Lobby of the Hilton Hotel at 14:00

DURATION: 2 hours

See The Hague from a different perspective in an open boat. The tour passes old and new parts of The Hague, under bridges and through tunnels. The canals of The Hague are over 400 years old. You'll see a variety of beautiful buildings and special places, among them the Royal Stables and the Royal Gardens. You will also see the former houses of famous Dutch historical figures. Rain ponchos will be provided if needed.

SPOUSE PROGRAMME

TUESDAY 10 SEPTEMBER

WALKING TOUR THROUGH THE HAGUE

MEETING POINT: 09:00 at the Hilton Hotel lobby

DURATION: 3 hours

MAX: 30 pax

Remco Dorr, who knows The Hague intimately, will show you around unexpected places! During the tour you will have coffee or tea and something sweet at 't Goude Hooft, The Hague's oldest inn, dating back to 1423. This beautiful, historical and characteristic building radiates warmth, comfort, class and cosiness.



WEDNESDAY 11 SEPTEMBER

THE HAGUE - MESDAG MUSEUM

MEETING POINT: 09:00 at the Hilton Hotel lobby

DURATION: 3 hours

MAX: 30 pax

A panorama by Hendrik Willem Mesdag, it is housed in a purpose-built museum and is a cylindrical painting (also known as a Cyclorama). From an observation gallery in the centre of the room, the cylindrical perspective creates the illusion that the viewer is on a high sand dune overlooking the sea, beaches and village of Scheveningen in the late 19th century. A guide will show you through the museum. Following this, you'll visit the Mesdag Collection, to see the exceptional 19th-century works of the famous seascape painter Hendrik Willem Mesdag and his wife Sientje Mesdag-van Houten.



TOURS INCLUDED IN THE SPOUSE REGISTRATION



THURSDAY 12 SEPTEMBER

WORKSHOP AT THE ROYAL DUTCH DELFTWARE MANUFACTORY

MEETING POINT: 09:30 at the Hilton Hotel lobby

DURATION: 3 hours

MAX: 30 pax

The Royal Dutch Delftware Manufactory "De Porceleynse Fles", established in 1653, is the last remaining 17th-century Delftware factory. The world-famous Royal Delftware is still entirely hand-painted to a centuries-old tradition. After visiting the museum with antique Delft pieces, you'll have the opportunity to paint your own tile. It's possible to create your own design or to paint the 'classic' Delft (blue) design. Of course you will be able to take the tile home.

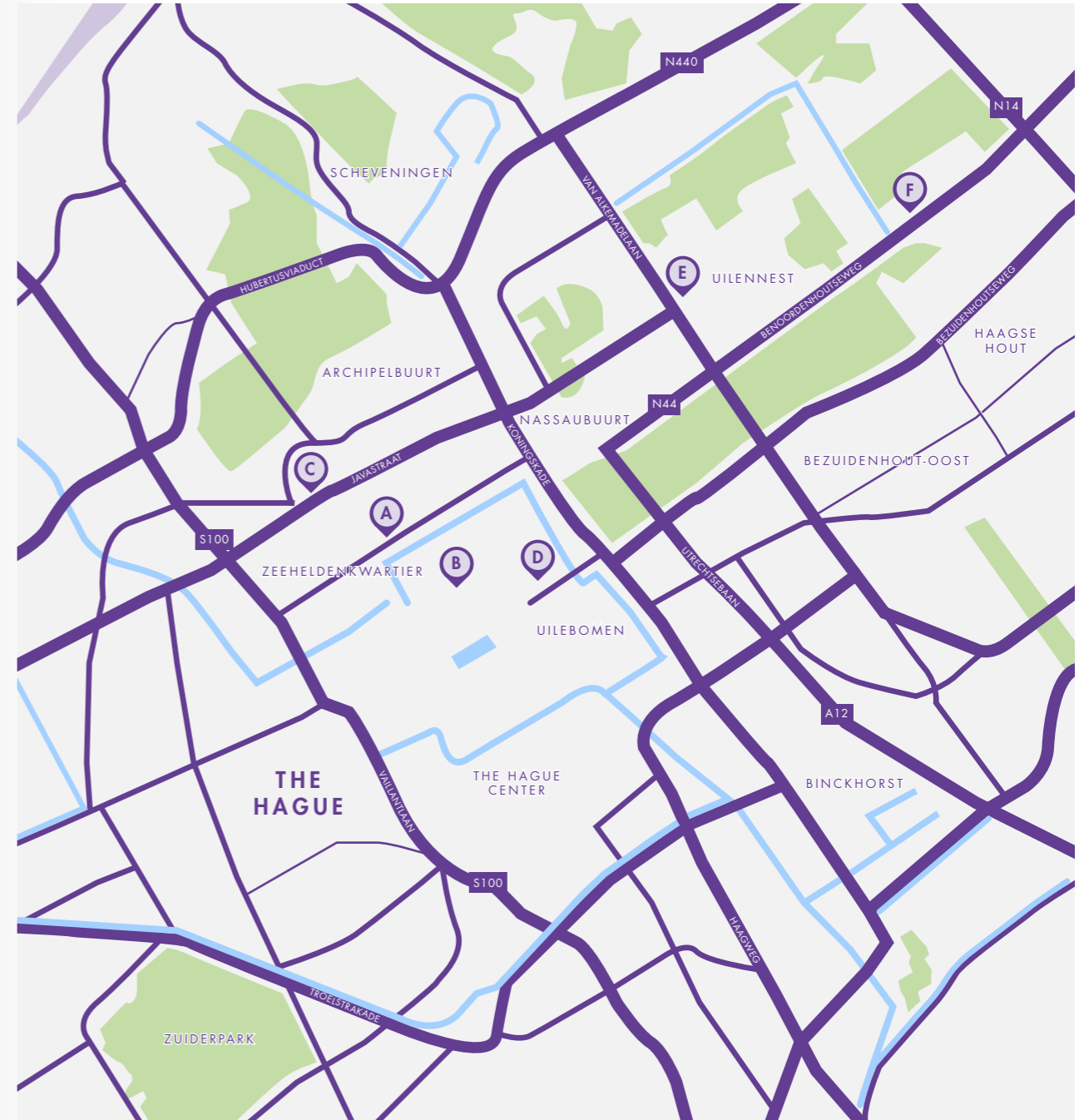




THE HAGUE
10-13 SEPT

PRACTICAL INFORMATION

THE HAGUE



(A) HILTON HOTEL (CONFERENCE VENUE)

(B) PARKHOTEL DEN HAAG

(C) COURT GARDEN HOTEL

(D) HOLIDAY INN EXPRESS

(E) ANWB HEADQUARTERS

(F) LOUWMAN MUSEUM

VENUE INFORMATION

HILTON HOTEL CONFERENCE VENUE

ZEESTRAAT 35
2518 AA DEN HAAG

Located in the old city centre and embassy quarter, Hilton The Hague is just a few steps from the Dutch Parliament and close to fashionable shopping. The Hague Central train station is five minutes from the hotel by taxi and the city's famous museums, palaces and bustling squares are a short walk.

ANWB HEADQUARTERS WELCOME COCKTAIL

WASSENAARSEWEG 220
2596 EC DEN HAAG

Until 1960, the ANWB Headquarters consisted of 20 separate buildings around The Hague. Because all these buildings were in different locations, the internal mail department threatened to become the largest department of the Club. Something had to be done and in 1958, the construction of a new office complex began. In part financed by gifts from ANWB members who wanted to contribute to the Club's new premises, the new building on the Wassenaarseweg was opened on 8 November 1960. Two years later the spectacular Rotunda was officially opened. This autumn a decision will be made on whether or not parts of the ANWB Headquarters will be designated as a National Monument.

LOUWMAN MUSEUM GALA DINER

LEIDSESTRAATWEG 57
2594 BB DEN HAAG

The Louwman Museum is housed in a 3-storey building with over 10,000m² of display space. The collection of more than 230 cars has been acquired since 1934 by two generations of the Louwman family. It is the oldest private collection of automobiles in the world open to the public. The current owner of the collection is Evert Louwman, the Dutch importer of Lexus, Toyota and Suzuki.

VALKENBURG AIRPORT IMOBILITY CHALLENGE

1E MIENTLAAN/
WASSENAARSEWEG 75
2223 LA KATWIJK

Valkenburg is a former air base used by the Royal Netherlands Navy up until 2006. It was home to the Lockheed P-3 Orion aircraft, and when they were sold to Germany and Portugal the base was closed. Nowadays, it is used for special events and by gliders and small piston aircraft.

CONTACTS ON SITE

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PRACTICAL INFORMATION

WELCOME DESK

A welcome & service desk will be set up at the conference venue (Hilton Hotel) on the ground floor. Please visit the desk upon arrival to pick up your welcome pack. The team will also be available to assist with any event queries.

OPENING HOURS:

Monday 9 September: from 13:00 to 17:30

Tuesday 10, Wednesday 11, Thursday 12 September: from 08:00 to 18:00

Friday 13 September: from 08:00 to 14:00

LUNCH

On Tuesday 10, Thursday 12 and Friday 13 September, lunch will be served for all delegates in the Atrium area of the Hilton Hotel. On Wednesday 11 September, all delegates will have lunch at the iMobility event location at Valkenburg Airport.

COFFEE BREAKS

Coffee breaks will be provided throughout the entire programme.





MOBILITY
CONFERENCE
WEEK
2013

