

Hotel

Gran Melia De Mar Resort, Mallorca

See more about the hotel here: <https://www.youtube.com/watch?v=zV9FTqTod7U>



Thursday 2 May 2019

EMEA conference begins, Aguamarina Room, Lobby Level, Gran Melia De Mar Resort

- 12.00: "IAPA Online" GAM – Private meeting
- 13.00: Registration opens for delegates and guests
- Technical Conference Start:**
- 14.00: VAT Digitalisation and Foreign VAT Recovery, *Jim Khan*, Taxback International, IAPA Sponsor
- 15.00: *COMFORT BREAK*
- 15.15: Blockchain Session led by *Chris Agius* and *Chris Borg*, CSA Group, Malta.
- 16.00: HR Technical session, *Greet Joos* and *Els Rens*, SD Worx, Belgium
- 16.45: *NETWORKING COFFEE BREAK*
- 17.00-18:15 IAPA Corporate Finance and Legal Forum led by *Simon Blake*, Price Bailey, UK, *Jan van Wijngaarden*, Solid4U, Netherlands and *Frits Haas*, Milestone Lawyers, Netherlands.
- 19.15: Meet in Hotel Lobby for 15 min walk to La Terraza Restaurant
- 19.30: EMEA Conference opening cocktail and dinner in La Terraza**
- 20.00: Dinner commences in La Terraza (see pictures below)
Located right next to the sea and the beach with a fantastic view over the bay
- 22.00: Depart for short 15 minute walk back to the hotel

Day Dress Code: Smart casual



Friday 3 May 2019

EMEA conference begins Aguamarina Room, Lobby Level, Gran Melia De Mar Resort

08.30: Registration

09.00: Conference start:

- Welcome & EMEA Chair Report, EMEA Chair, *Neal Morrison*
- Presentation by *Tomasz Wiklinski*, President of IAPA (International Association of Professional Advisors)
- IAPA CEO and Chairman's Update, *Ozgur Demirdoven and Martin Clapson*
- Speed Networking

10.45: *NETWORKING COFFEE BREAK, hotel garden or terrace, weather permitting*

11.15: **Managing & Maximising People Performance in Professional Services** by Guest Speaker *Jim Thomas*, PDW Group, UK

Few professional services businesses we work with these days seem to struggle to find enough business to keep their top line fee income somewhere near where they want it to be. However, as every great business knows, the revenue stream is only half the battle. Too many partners in professional practice are working too hard & doing too many hours. They are doing far too much of the 'doing', and getting quite poor returns on their biggest investment, their people.

Furthermore, very few firms are actually able to demonstrate high people engagement, and therefore retention, performance and loyalty. The costs of getting this wrong in our experience are significant.

So in this session we will focus on how the issues of people and performance management present themselves and their impact. We'll look at what world class behaviours, processes, tools and policies look like that all play a major part in building the engagement and therefore performance of all your people. We'll look at the role of leadership, and the role of direct people managers and how any firm can implement and ensure a set of policies and standards that mean your firm can genuinely be one of the best firms to work for, anywhere.

The financial and sustainability benefits of doing so cannot be underplayed, and in the session we will lay out clear direction on exactly how you can do it.

13.00-14:00: *NETWORKING LUNCH for guests and delegates, Perseo Restaurant with beautiful sea views. Basement Level in hotel.*

Afternoon and evening, joint delegate and guest activities:

14.30 **Interactive GPS iPad Tour with Jeep Wrangler 4x4**

Let's go!

The tour starts directly at the hotel, where the JEEPs will be parked and ready for action. After a short briefing, the group will proceed on an island excursion through the UNESCO-World Heritage Site, the Tramuntana mountain range and along the spectacular West coast of the island. During the tour, teams have the possibility to communicate with each other via the iPads. The individual teams move along independently together with their iPads and answer several questions and riddles along the way. The team with the most points at the end of the game wins the overall challenge....*continued*



Afternoon and evening, joint delegate and guest activities:

19.00

Dinner at Randemar

The Jeep Challenge will finish at Restaurant Randemar, an old Majorcan home in the beautiful Port de Sóller right in the Tramuntana mountains. The guests enjoy some of the best Mediterranean plates while sitting on the garden terrace overlooking the stunning bay. Before or after dinner, the winner of the Jeep Challenge will be announced.



21.30

Transfer back to the hotel (approx. 40 minutes)

All Day Dress Code: Smart casual

Saturday 4 May 2019

9.00-09.45:

Conference start:

New Member Presentations

09.45-10.25:

IAPA Growth Plan

Presentation by IAPA CEO, Ozgur Demirdoven, on IAPA's growth plan aligned to the new strategy.

10.25-10.30:

Future conference presentation – International Conference, Singapore, Helmi Talib and Ozgur Demirdoven

10.30:

NETWORKING COFFEE BREAK, hotel garden or terrace, weather permitting

11.00:

Client Focused Collaboration by Guest Speaker *Yapincak Erkan*, Yasha Consulting & Training

An interactive session on how to embrace the power of a successful growing IAPA International member community for our members and for our clients.

12.15:

COMFORT BREAK

12.30

IAPA EMEA 2019 AGM

13.00-14:00:

NETWORKING LUNCH for guests and delegates, *Perseo Restaurant* with beautiful sea views. *Basement Level in Hotel.*

Afternoon and evening, joint delegate and guest activities:

- 14.20 Meet in lobby to take coach to Palma for walking tour and Rooftop Bar
- 14.30 **Walking tour or the Old Town of Palma.** *Please wear comfortable shoes. Dress code: casual*
- 16.30 Get together at Rooftop Bar 49 steps
The walking tour will be divided into 5 groups and all will finish at the rooftop terrace 49 steps to enjoy a glass of cava or selection of cool drinks and a 360 degrees view over Palma.



- 17.30 Transfer back to Hotel
- 18.00 Arrive back at Hotel

IAPA EMEA Conference Gala Dinner at the Hotel's poolside Restaurant Bardot

- 19.30-20.00 Cocktails at the hotel's poolside restaurant Bardot
- 20.00-11.45 Gala Dinner at the restaurant Bardot with traditional music and Flamenco Dancers Show

[Cocktail and Gala Dinner Dress Code: Business & Cocktail Attire](#)

Sunday 5 May 2019

Conference end post breakfast.

Notes for guests:

- *Conference WhatsApp group will be set up for delegates and guests.*
- *Guests can use the WhatsApp group to arrange to meet informally in the mornings. Bilun Demirdoven will co-ordinate.*
- *Guests are very welcome to attend the conference speaker sessions. Please inform us in advance.*