

APLA/WLA SEMINAR
“HIGH PERFORMANCE ORGANIZATION & RISK MANAGEMENT”
DATE: 23 AUG – 26 AUG 2010
VENUE: MILLENNIUM RESORT PATONG, PHUKET, THAILAND

Date	Time	Description	Speaker (s)/ Venue (s)
23 Aug 10	7.30am – 12pm	Golf or Phuket City Tour	Golf – Red Mountain Golf Club Phuket Half-Day City Tour
Mon	7pm-10pm	Opening Dinner (Hosted by GLO)	Kan Eang 2 Restaurant
24 Aug 10	Day 1 Theme: High Performance Organization		
Tues	8.30am-9am	Welcome Address	Ms June Roache, Chairman, APLA Mr Wanchai Surakul, CEO of GLO
	9am-9.45am	Keynote 1 : Service Excellence To Deliver High Performance	Dr Andy Nazarechuk, Dean, UNLV Singapore, William F. Harrah College of Hotel Administration
	9.45am-10.30am	Keynote 2 : Managing Talent for Sustained Growth	Mr Fermin Diez, Worldwide Partner, Mercer (Singapore) Pte Ltd
	10.30am-10.50am	Coffee/Tea Break (Sponsored by Pollard Banknote)	
	10.50am-11.35am	Panel Discussion 3 : Launching and Managing a Successful Online Sales Channel	<ul style="list-style-type: none"> ▪ Mr Abel Chan, Head of Interactive Services, HKJC ▪ Mr Håkan Sjöstrand, Vice President of games and lotteries at Svenska spel ▪ Mr Todd McLeay, Chief Executive, NZ Lotteries
	11.35am-12.35pm	Panel Discussion 4 : Multiple Channel Distribution and Mitigating Channel Conflicts	<ul style="list-style-type: none"> ▪ Mr Kapil Khanna, Chief Executive Officer, Future Gaming Solutions India Private Limited ▪ Mr Patrick Ng, Manager, Customer Management, HKJC ▪ Mr Todd McLeay, Chief Executive, NZ Lotteries
	12.35pm-2.05pm	Lunch (Sponsored by Intralot)	
	2.05pm-3.05pm	Panel Discussion 5 : Managing a Greying and Generation Y Workforce	<ul style="list-style-type: none"> ▪ Mr William Thorburn, Chief Executive, Tatts Lotteries ▪ Mr John Teo, Chief Financial Officer, Singapore Pools ▪ Mr Si Swee Teck and Mr Goh Joo Leng, Regional Manager, Pan Malaysian Pools Sdn Bhd
	3.05pm-3.45pm	Keynote 6 : Managing Costs as a Strategic Initiative	Mr Sam Wong, Partner, Ernst & Young Advisory Pte Ltd
	3.45pm-4.05pm	Coffee/Tea Break	
	4.05pm-5.05pm	Panel Discussion 7 : Lessons from Successful New Product/Service Launches	<ul style="list-style-type: none"> ▪ Ms Beh Swan Swan, General Manager, Magnum Corporation Sdn Bhd (on behalf of Mr Lawrence Lim, Chief Executive Officer of Magnum) ▪ Ms Amy Wong, Product Manager (Racing & Lottery), HKJC ▪ Mr William Thorburn, Chief Executive, Tatts Lotteries
	After 6pm	Dinner	Free & Easy

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25 Aug 10 Wed	Day 2 Theme: Risk Management		
	9am-9.45am	Keynote 8 : Business Continuity Management - Crisis, Disaster and Business Continuity In Lottery Organization	Dr Goh Moh Heng, President, Business Continuity Management Institute
	9.45am-10.45am	Keynote 9 : Responsible Gambling from a Corporate Social Responsibility perspective with Playscan	Mr Andreas Holmström, Chief Operating Officer and Business Developer at Playscan AB, a Svenska Spel subsidiary
	10.45am-11.05am	Coffee/Tea Break	
	11.05am-11.50am	Keynote 10 : Preparing for Competition in Online Sports Betting & Poker Market in France	Mr Pierre Bruneau, Directeur Relations Internationales, La Française des Jeux
	11.50am-12.35pm	Keynote 11 : CSR in Socially Sensitive Industries	Ms Erin Lyon, Executive Director, CSR Asia
	12.35pm-2.05pm	Lunch (Sponsored by Scientific Games)	
	2.05pm-2.35pm	Case study 12 : Sharing Experience in Achieving WLA RG Framework Certification for Level 4	Mr Callum Mulvihill, General Manager-Marketing and Sales, SA Lotteries
	2.35pm-3.05pm	Case Study 13 : Maximizing Benefits from Lottery Giving	Ms Jody Nunn, Senior Manager, Corporate Communications, Lotterywest
	3.05pm-3.25pm	Coffee/Tea Break	
	3.25pm-4.10pm	Keynote 14 : Mitigating Risks of new product/service launches with Good Market Research	Mr Stephen Barry, Managing Director, Stepworks
	4.10pm-5.10pm	Sponsors' Panel 15: <ul style="list-style-type: none"> ▪ Risk Management Considerations in the Design and Implementation of New Products (Mr Brian Sheehan, Vice President, Asia Pacific, GTECH Far East Pte Ltd) ▪ Managing Prize Payouts with integrity (Mr Paul Howell, Managing Director, Scientific Games) ▪ Balancing Opportunity and Risk in the Gaming Business (Mr Elias Kostopoulos, Deputy Managing Director/ Asia Region, INTRALOT) ▪ Licensed Games to Improve Odds of Success (Mr Stephen Chen, Sales Director, China, Pollard Banknote) 	<ul style="list-style-type: none"> ▪ Mr Brian Sheehan, Vice President, Asia Pacific, GTECH Far East Pte Ltd ▪ Mr Paul Howell, Managing Director, Scientific Games ▪ Mr Elias Kostopoulos, Deputy Managing Director/ Asia Region, INTRALOT ▪ Mr Stephen Chen, Sales Director, China, Pollard Banknote
	5.10pm-5.15pm	Update on Brisbane 2010	Mr William Thorburn, Chief Executive, Tatts Lotteries
	6.00pm-8.00pm	Closing Dinner (Sponsored by GTECH)	The Secret Cliff Resort & Restaurant
8pm to 10.30pm	Phuket FantaSea Show	Phuket FantaSea	
26 Aug 10 Thurs	8am to 2pm	Networking Day	Half-Day Mini-Safari Tour