

**BUSINESS  
IN THE  
COMMUNITY**

# Responsible Business

## Convention 2012

14-15 March 2012, Business Design Centre, London

sustainable behaviour sustainable brands  
community partnerships human capital management  
SROI enterprise inclusion transformational change  
human capital management SROI social impact water scarcity water scarcity  
community investment SROI SROI employee wellness SROI inclusion  
**responsible business** political change natural capital CR reporting  
natural capital social impact CR reporting community investment leadership  
employee engagement CR reporting diversity community partnerships political change  
employee wellness human capital management social impact  
education SROI sustainable brands political change  
successful working lives healthy communities  
employment young people  
**collaboration**

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[www.responsiblebusinessconvention.org](http://www.responsiblebusinessconvention.org)

# About BITC's Responsible Business Convention 2012

On 14th & 15th of March 2012 the second BITC **Responsible Business Convention** will take place featuring a programme of 16 provocative issue led sessions and interactive plenary panel discussions. The two days will deliver practical solutions and insights to help broaden your business' planning horizons to enable you to sustain a competitive and responsible business.

Your Convention ticket will also give you access to fringe events focusing on key issues from reducing re-offending through employment to benefits of positive business engagement in local communities.

*“The sheer calibre of the speakers drew a fantastic audience”*

## Keynote speakers and contributions



**Richard Solomons**  
Chief Executive  
**InterContinental  
Hotels Group**

666,000 rooms in 4520 hotels across 100 countries and territories - Richard will talk about why and how, under his leadership, IHG is making a clear differentiation on responsible business, addressing global risks and opportunities.



**Brian Mullens**  
CFO  
**McDonald's  
Restaurants**

Brian has been a driving force behind the positive changing face of McDonald's Restaurants and will share his views on ensuring sustainable growth given the ever-increasing fast-changing environmental, social and economic challenges facing business, and in particular McDonald's strategy around sustainably sourced produce in the UK.



**Richard Gnodde**  
Co-CEO  
**Goldman Sachs  
International**

Richard will discuss the challenges of achieving sustainable economic growth which benefits both business and wider society. He will also touch upon the suite of programmes developed by Goldman Sachs which help entrepreneurs, small businesses and social enterprises create jobs and economic opportunity in the UK and around the world.



**Andy Clarke**  
President & CEO  
**ASDA**

What does responsible business mean for the world's largest retailer? Andy Clarke will talk about how ASDA is working differently with customers and suppliers to put sustainability issues at the heart of the business model and show how this delivers as part of Walmart's global vision.



**Kresse Wesling**  
Founder  
**Elvis & Kresse**

Kresse Wesling, founder of the successful Elvis & Kresse accessories business that create stunning life-style accessories by re-engineering seemingly useless wastes, joins us to talk about why big business should take notice of the growth of social enterprise.



**Tony Juniper**  
Senior Associate  
**Cambridge Programme  
for Sustainability  
Leadership**  
and Co-Founder  
**Robertsbridge Group**

Tony campaigns for change toward a more sustainable society at local, national and international levels. He will challenge companies on the need for a paradigm shift, and in particular focus on natural capital issues and the impact on society.

With thanks to our sponsors and media partners

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## Why you should attend

- Gain practical guidance, inspiration and expertise from **more than 50 leading business leaders** successfully driving transformational change in their organisation.
- **Build your own tailor-made agenda** from a choice of 16 sessions across 4 themed streams, designed to offer solutions to your current business challenges, no matter your current role. Streams include: **“Engaging employees and attracting new talent”**, **“Achieving impact through community investment”**, **“Creating resilience and success through innovation”** and **“Embedding sustainability across business”**.
- Benefit from **2 days of unrivalled networking** with over 400 peers from across the UK & Europe, all looking to transform their own business models.
- Reinforce your links with the community by creating strategic alliances and partnerships with charities and voluntary organisations at the **co-located Responsible Business Exhibition**. Now in its second year the exhibition is a not-for-profit event that provides the ideal environment for businesses, charities and social enterprises to interact and network with one another.

## What your Convention ticket includes

As well as the choice of 16 sessions and the interactive plenary discussions your ticket also gives you access to a series of fringe events including:

**Employers' Forum for Reducing Re-offending annual event**  
This event highlights the leadership and commitment of businesses that recognise employment as a key route out of offending behaviour.

**Community Investment Fringe event**  
You will hear from the companies making a positive impact on local communities and the benefits that effective business engagement brings to both employers and communities.

### Drinks Reception on exhibition floor

Join fellow delegates, exhibitors, speakers and sponsors for a networking drinks reception on the evening of day one, taking place on the exhibition floor.

### The Corporate Responsibility Index is the UK's leading voluntary benchmark for responsible business.

Join us to celebrate the 10th anniversary of the Index and to hear what we've learnt, including the key issues identified by participants this year and best practice examples from companies across the responsible business agenda.

“In 2010, research found that FTSE 350 companies who consistently manage and measure their corporate responsibility outperformed their FTSE peers on total shareholder return in seven out of the last eight years. They also recovered more quickly, following the financial crisis of 2007” ([www.bitc.org.uk/crindex](http://www.bitc.org.uk/crindex)).

“Business in the Community is about transforming business and transforming communities. It is a simple and interconnected proposition that creates mutual benefit; our member companies transform communities tackling key social issues and in so doing are transformed themselves.

For these reasons, I am delighted that BITC is running its 2nd Responsible Business Convention where leading companies, alongside BITC, will deliver practical and inspiring insights to enable you to sustain a competitive and responsible business.”

**Mark Price**  
Chairman, BITC and Managing Director, Waitrose

*“It was the easiest way to get hold of the people you really want to meet in responsible business – networking has been key”*

“Hitachi is proud to sponsor the Responsible Business Convention for the second year running. Building on the success of 2011, we are looking forward to working with you to address fundamental issues in society and further business' contribution to sustainable development.”

**Hans Daems**  
Head of Public Affairs, Hitachi Europe Ltd

## Sponsorship opportunities

For more information about sponsorship opportunities please contact **Jamie Driver** on Tel: **+44 (0)20 7955 3930**  
Email: [jamie.driver@ubm.com](mailto:jamie.driver@ubm.com)

Media Partners



### Event at a glance

08:00 Registration and coffee

09:00 **Opening welcome**

**Stephen Howard**, Chief Executive  
**Business in the Community**

**Hans Daems**, Head of Public  
Affairs, **Hitachi Europe Ltd**

09:10 **Growth Conundrum: How can  
responsible businesses get fit  
for the future?**

In such a fast-changing world, business needs to think differently to create opportunities and deliver sustainable economic, environmental and social value. Our panel will bring inspirational experts together with experienced business leaders to discuss and debate the step-change needed in re-thinking business models and horizons, and ultimately question how – through courage, collaboration and leadership – businesses are not just fit for, but thrive, in the future.

**Andy Clarke**, President & CEO  
**ASDA**

**Richard Gnodde**, Co-CEO  
**Goldman Sachs International**

**Richard Solomons**

Chief Executive

**InterContinental Hotels Group**

**Brian Mullens**, CFO

**McDonald's Restaurants**

**Tony Juniper**, Senior Associate

**Cambridge Programme for  
Sustainability Leadership** and

Co-Founder, **Robertsbridge Group**

**Kresse Wesling**, Founder

**Elvis & Kresse**

10:30 Morning refreshments and  
exhibition visit

11:10 **Streamed sessions**

12:40 Lunch and exhibition visit

14:10 **Streamed sessions**

15:40 Afternoon refreshments  
and exhibition visit

16:10 **The Lecture**

Learn why one of the world's most  
inspirational leaders believes that  
business should find new solutions to  
key social and environmental challenges  
of the future

17:00 End of day one

### A

#### Engaging employees and attracting new talent

Through interactive panel discussions and keynote presentations, gain the know-how and information that you will need to develop responsible employment practices that build successful working lives and deliver commercial success.

**Who's attending:** Those with a direct responsibility for HR, Training & Development, Employee Engagement and Corporate Responsibility.

A

### B

#### Achieving impact through community investment

Through interactive group work and relevant case-study examples, find out how your business can play an ever more active role in creating vibrant, healthy communities through effective community investment and a greater understanding of your social and economic impacts.

**Who's attending:** Those with a direct responsibility for Corporate Affairs, Corporate Communications, Community Affairs and Corporate Responsibility.

Sponsored by: **ScottishPower**

B

### C

#### Creating resilience and success through innovation

Through interactive table discussions, workshops and keynote presentations, discover how the role of innovation and marketing can transform business models and consumer behaviour to create a sustainable future.

**Who's attending:** Those with a direct responsibility for Marketing, Environment, Supply Chain and Corporate Responsibility.

C

### D

#### Embedding sustainability across business

Through panel discussions, expert-led roundtable discussions and interactive group work, understand how to incorporate sustainable strategies business-wide and communicate the results externally.

**Who's attending:** Those with a direct responsibility for Supply Chain, Environment and Corporate Responsibility.

D



### 11:10 Sustained engagement: A healthy and engaged workforce is a productive workforce

Employees are a critical company asset. How companies manage their people can determine business performance, and its ability to succeed long term.

- Understanding how effective human capital management sustains employee engagement
- Building employee and organisational resilience
- Highlighting why employee wellness and engagement is mission critical to sustainable performance

**Breckon Jones**, Director of Health and Benefits, **American Express**  
**Dr Paul Litchfield**, Chief Medical Officer, **BT**  
**John Williams**, Strategic Planning Director, **Fishburn Hedges Group**  
**Irwin Lee**, Managing Director, UK & Ireland **Procter & Gamble**  
**Suzanne Hughes**, HR Director, Policy, Employee Relations & Engagement, **Santander**  
**Tricia Kennerly**, Group Healthcare Public Affairs Director **Alliance Boots**



### 14:10 What is the value of 'good work?'

Making work more rewarding for the individual, business and society.

- Building a management style and an organisational culture that promotes mutual trust and respect
- Transforming work – future trends and innovations

**Stefan Stern**, Director of Strategy, **Edelman**  
**Vicky Pryce**, Managing Director – Economics **FTI Consulting**  
**Carolyn Gray**, Group Director of HR, Pensions & Sustainability **Guardian Media Group**  
**Mary-Anne King**, Environment Manager, **Microsoft**  
**Stephen Bevan**, Director, Centre for Work Effectiveness **The Work Foundation**



### 11:10 Investing in communities in greatest need and tackling inequalities

In a fierce economic climate that has created greater demand for scarcer resources how can we build a society that prevents social problems from arising rather than one that copes with the consequences? What is the role for companies, how can they invest their resources most effectively to support preventative action of this type and what are the returns of doing so?

**David Robinson**, Co-Founder, **Community Links**  
**Dr Fiona Adshead**, Director, **PWC**  
**Robin Foale**, Managing Director, Santander Business Banking, **Santander**  
**Paul Drechsler**, Chairman & CEO, **Wates**



### 14:10 Unearthing talent in unexpected places

In the current economic and social climate it is essential to harness and nurture the untapped talent and skills of unemployed people. How can business effect social change at the same time as reaping business benefits?

- Understanding how to build the right partnerships to manage risk
- Embedding programmes across the business to maximise the benefits
- Youth unemployment – how to reach the most disadvantaged

**Jenny Davis-Peccoud**, Director, Global Organisation Practice, **Bain & Co.**  
**Rachael Barber**, Head of Global Community Investment **Barclays**  
**Barry Quatermass**, IMS Director, **Carillion**



### 11:10 Opportunities for transformational change

The world as we know it will be gone in 50 years. How should business models change so that they can continue to be successful and what are the opportunities to innovate?

- Understanding the need for transformational change and the benefits to your business
- Understanding how disruptive innovation transforms business models
- Identifying opportunities that emerge from the challenges faced in a changing world

**Jordi Ferrer**, Director – Service Provider and Media **CISCO Systems**  
**Hugo Spowers**, Founder, **Riversimple**  
**Richard Kirkman**, Head of Technology **Veolia Environmental Services**



### 14:10 Creating and delivering innovative products and services

Discover the first steps to developing products and services that deliver social and environmental benefits as well as financial returns.

- Bringing new products and services to market and improving current impacts
- Creating a culture that fosters innovation within your business
- Working collaboratively with suppliers and partners to stimulate new ways of working

**Stef Kranendijk**, CEO, **Desso**  
**Mike Barry**, Head of Sustainable Business, **Marks & Spencer**  
**Mark Chapman**, Director of Commercial Marketing **VocaLink**



### 11:10 Up skilling towards a sustainable future

The green economy represents a significant opportunity for businesses, as well as society as a whole. Companies will need to identify and introduce new skills at every level of their organisation.

- Identifying examples of best practice in action
- Identifying and developing leadership skills for sustainability
- Engaging future generations on this journey

**Bob Gordon**, Environment Policy Officer **British Retail Consortium**  
**Darren Towers**, Head of Sustainability Strategy, **EDF Energy**  
**Paul Turner**, Group Community Investment, and Sustainable Development Director, **Lloyds Banking Group**  
**Stuart McLachlan**, Managing Director – Global Operations, **WSP Environment & Energy**



### 14:10 Improving sustainability and performance across the supply chain

Gain insights into how businesses are moving beyond compliance-based approaches to generate buy-in, good practice and innovation amongst suppliers.

- Providing the right support and incentives for suppliers
- Working with other brands to reduce costs and drive convergence in standards
- Tapping into the knowledge and resources of experts

**Peter McAllister**, Executive Director **Ethical Trading Initiative**



### Event at a glance

08:00 Coffee

09:00 **Streamed sessions**

10:30 Morning refreshments and exhibition visit

11:10 **Streamed sessions**

12:40 Lunch and exhibition visit

14:10 **Chairman's introduction**  
**Mark Price, Chairman, BITC**

14:20 **New Collaboration Research: Working together to create change**

Business in the Community's business leaders are in strong agreement that collaboration with other companies and partners is going to be more important to running a successful responsible business in the next 2-3 years. Working with others can catalyse change and provide more powerful solutions and responses to social, economic and environmental challenges.

BITC will launch new research which will identify the common success factors that make for more successful and sustainable partnerships. This session will share the insights gained from the research on how companies can be more effective in tackling key issues through collaboration as well as best practice examples answering questions around how, why and when to collaborate.

**Colin Matthews, CEO, BAA**

**Elizabeth Fagan, Marketing Director, Boots UK**

**Ciaran Devane, Chief Executive Macmillan Cancer Support**

#### Building sustainable cities

Our closing plenary conversation will bring together a range of inspirational inputs to look at the role of business in creating sustainable cities against a backdrop of a growing global and urban population. We will be using examples of collaborations from different countries that are taking a longer term view to create sustainable and more equitable ways for people to live and work.

16:00 **Closing remarks**

16:10 Afternoon refreshments and networking available

16:30 **Convention closes**



Whilst you are at the Responsible Business Convention, use your free time to visit the exhibition and meet with some of the 150 charities and social enterprises and find out about their projects and plans – one of them could be the perfect match for your business. You can also find out how to become a trustee and what this entails.

Find out more at [www.responsiblebusinessconvention.org](http://www.responsiblebusinessconvention.org)

### 09:00 Future workforce: Building successful working lives

**Establishing how you can open up recruitment and progression routes.**

- Broadening recruitment for young people beyond graduate programmes
- Understanding how vocational routes such as apprenticeships can build progression and deliver for your business
- Using work experience across the business to inspire young people and engage your own employees

**Lucy Adams, Director of BBC People, BBC**  
**Michael Davis, Chief Executive, UK Commission for Employment and Skills (UKCES)**



### 09:00 How to manage effective partnerships

**To achieve true community cohesion, cross sector partnerships will need to evolve – but partnership whilst easy to talk about, is invariably harder to undertake.**

- Understanding how to use partnership as a channel of engagement with the wider community, and a greater capacity to influence the policy agenda
- Exploring how by having a greater understanding of the value and attributes of partnership working you can help build a more integrated and stable community
- Developing new and innovative approaches

**Truett Tate, Group Executive Director, Wholesale Lloyds Banking Group**  
**Barbara Hearn OBE, Deputy Chief Executive National Children's Bureau**  
**Rob Devey, CEO UK & Europe, Prudential**



### 09:00 Building social missions for your brand and influencing behaviour

**Discovering how to build sustainable brands and create simple steps for consumers to live sustainably.**

- Working collaboratively across internal teams to build your social missions
- Working with your agencies to stimulate ideas and concepts
- Discovering the practical ways of influencing consumer behaviour
- Collaborating with other brands to deliver social missions

**Steve McIntyre, Group Marketing Director, Speedy Hire Plc**



### 09:00 CR reporting, integration, materiality and communications

**Understand reporting and making the connection with stakeholders.**

- Understanding what integrated reporting means for your readers
- CR reports – are they just another communications channel?
- Keeping reporting relevant – the materiality challenges
- Striking the balance between no disclosure and full disclosure – how much transparency is enough?

**Paul Druckman, CEO, International Integrated Reporting Committee**  
**Graham Precey, Head of Group Corporate and Social Responsibility Legal & General**  
**Oliver Dudok Van Heel, Sustainability Director, Radley Yeldar**



# All speakers at a glance

## 11:10 Diversity and inclusion: A societal and commercial imperative

Determining how businesses can create fundamental change by bringing diversity and inclusion into the mainstream to develop their leaders of the future.

- Examining the business imperatives for tapping into the widest possible talent
- Exploring how to create a change in your organisational culture
- Understanding how to leverage leadership for inclusive people engagement

**Paul Hargreaves**, Vice President & General Manager, Foreign Exchange Imports **American Express**  
**Helen Mahy**, Group Company Secretary and General Counsel, **National Grid**  
**Martin Swain**, Employee Relations, Inclusion & Diversity, **GlaxoSmithKline**

A

## 11:10 SROI: Measuring your social impacts

Understanding how good measurement practice can enable your business to demonstrate its social impacts.

- Demystifying measurement of social investment
- Understanding the principles of good measurement of social investment
- Sharing practical ways of measuring social investment
- Determining how to express social impact as a financial figure and understanding when it makes sense to do so

**Alison Braybrooks**, Managing Director, **Impact ABC**  
**Richard Kennedy**, Head of Social Investment, CAN and Chair **SROI Network**  
**Matt Sparkes**, Global Community Investment Manager, **Linklaters**  
**Helen Parker**, Community Manager, Think Big **Telefónica O2 UK**  
**Tony Chapman**, Professorial Fellow, St Chad's College **Durham University**  
**JP Hamilton**, Head of Social Investment, **VirginMedia**

B

## 11:10 Gaining key insights into the new role of consumers in a more connected society

The world is changing at a dramatic rate and the role of consumers within business is changing as a result. This session will cover some of the key developments that have emerged that will affect how you operate.

- Understanding the rise of crowdsourcing and the co-creation of new products and services
- Consuming collaboratively – how renting, sharing, swapping is creating a whole new sector
- End of life moment – how consumers' waste is becoming a key input
- Leveraging social media to create change

**Tracy Curren**, Co-Founder, **Ecomodo**

C

## 11:10 Valuing natural capital

Understand why natural resources should be at the heart of your business decision making.

- Understanding what natural capital means to your business: highlighting leading management strategies
- Creating KPIs that embed effective resource management
- Exploring examples of innovative business practices, products and services that make better use of natural resources
- Understanding the importance of cross-sector and global collaboration

**Chris Tuppen**, Senior Partner – Advancing Sustainability LLP **Accounting for Sustainability**  
**Joe Franses**, Head of Corporate Responsibility & Sustainability, **Coca Cola Enterprises**  
**Louise Hunter**, Head of Corporate Responsibility **Northumbrian Water**

D

- Senior Partner, **Accounting for Sustainability**
- Group Healthcare Public Affairs Director, **Alliance Boots**
- Director of Health & Benefits, **American Express**
- Vice President & General Manager, Foreign Exchange Imports **American Express**
- President & CEO, **ASDA**
- CEO, **BAA**
- Head of Global Community Investment, **Barclays**
- Director of BBC People, **BBC**
- Director, Global Organisation Practice, **Bain & Co**
- Marketing Director, **Boots UK**
- Environment Policy Officer, **British Retail Consortium**
- Chief Medical Officer, **BT**
- Senior Associate, **Cambridge Programme for Sustainability Leadership**
- IMS Director, **Carillion**
- Director – Service Provider and Media, **CISCO Systems**
- Head of Corporate Responsibility & Sustainability, **Coca Cola Enterprises**
- Co-Founder, **Community Links**
- CEO, **Desso**
- Co-Founder, **Ecomodo**
- Director of Strategy, **Edelman**
- Head of Sustainability Strategy, **EDF Energy**
- Founder, **Elvis & Kresse**
- Executive Director, **Ethical Trading Initiative**
- Strategic Planning Director, **Fishburn Hedges Group**
- Employee Relations, Inclusion & Diversity, **GlaxoSmithKline**
- Co-CEO, **Goldman Sachs International**
- Group Director of HR, Pensions & Sustainability, **Guardian Media Group**
- Head of Public Affairs, **Hitachi**
- Managing Director, **Impact ABC**
- Chief Executive, **InterContinental Hotels Group**
- CEO, **International Integrated Reporting Committee**
- Head of Group Corporate and Social Responsibility, **Legal & General**
- Global Community Investment Manager, **Linklaters**
- Group Community Investment, and Sustainable Development Director, **Lloyds Banking Group**
- Group Executive Director, Wholesale, **Lloyds Banking Group**
- Chief Executive, **Macmillan Cancer Support**
- Head of Sustainable Business, **Marks & Spencer**
- CFO, **McDonald's Restaurants**
- Environment Manager, **Microsoft**
- Deputy Chief Executive, **National Children's Bureau**
- Group Company Secretary and General Counsel, **National Grid**
- Head of Corporate Responsibility, **Northumbrian Water**
- Managing Director, UK & Ireland, **Procter & Gamble**
- CEO UK & Europe, **Prudential**
- Director, **PwC**
- Sustainability Director, **Radley Yelder**
- Founder, **Riversimple**
- Managing Director, Santander Business Banking, **Santander**
- Head of Social Investment, CAN and Chair, **SROI Network**
- Group Marketing Director, **Speedy Hire Plc**
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- Chief Executive, **UK Commission for Employment and Skills (UKCES)**
- Professorial Fellow, St Chad's College, **Durham University**
- Head of Technology, **Veolia Environmental Services**
- Head of Social Investment, **VirginMedia**
- Director of Commercial Marketing, **VocaLink**
- Chairman & CEO, **Wates**
- Director, Centre for Work Effectiveness, **The Work Foundation**
- Managing Director - Global Operations, **WSP Environment & Energy**



As part of the Iberdrola Group, one of the world's top five electricity companies and a global leader in wind energy, ScottishPower has been at the heart of energy generation and distribution in Scotland for over 100 years.

With its Headquarters in Glasgow, ScottishPower employs more than eight thousand people.

ScottishPower is fully committed to making a difference to the communities in which it operates, by developing sustainable partnerships. Understanding and managing the impact of its business in the community and striving for continuous improvement is a significant part of ScottishPower's overall approach to Corporate Social Responsibility and this is why we are delighted to be sponsoring the "Achieving Impact through Community Investment" sessions.

Full conference rate	BITC member	Non-BITC member
<b>Early-bird rate</b> (book upto and including 20 January 2012)	<input type="checkbox"/> <b>£950 + VAT @ 20% = £1140</b> Save £250 off the standard non-member full rate	<input type="checkbox"/> <b>£1100 + VAT @ 20% = £1320</b> Save £100
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Please note upon registering you will be asked to select your choice of stream sessions. These sessions can be changed leading up to the convention and on the day.

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**PAYMENT INFORMATION** Payment must be received before the event to secure your place (PLEASE TICK THE RELEVANT PAYMENT OPTION)

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- The Convention is organised by UBM Information Limited (the "Organiser"), whose office is at Ludgate House, 245 Blackfriars Road, London SE1 9UY.
- You apply for a ticket to the Convention by completing this Order Form. The Organiser may at its absolute discretion accept or refuse your application. A binding contract will be formed only when the Organiser provides you with its written acceptance of your application.
- By purchasing a ticket to the Convention, you agree to: comply with any joining instructions in respect of the Convention; and comply with the health and safety provisions and other rules put in place by the Convention venue.
- The Organiser reserves the right, due to unforeseen circumstances, to alter the: content; location; timetable; speakers; venue; and/or other technical or administrative details in respect of the Convention. The Organiser will endeavour to provide you with notice of any such alterations.
- You may transfer your ticket to another individual within the same company or group of companies PROVIDED that the recipient of the ticket would have been eligible to purchase the ticket at the price that you paid for it.

- You may cancel your ticket to attend the Convention if you provide written notice to the Organiser which we receive at least 30 days' prior to the commencement of the Convention and the Organiser provides written acknowledgement of such notice. If you provide notice in this way, you will be refunded if you have already paid for your ticket.
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- To the maximum extent permitted by law, neither the Organiser nor any of its directors, employees or other representatives will be liable for any of the following losses or damage (howsoever arising and whether such losses were foreseeable or not): loss of profit; loss of revenue; loss of business or opportunity; loss of reputation or goodwill; and/or any indirect, consequential or special loss; whether arising in connection with the Convention or the provision of our services to you.
- Nothing in these terms and conditions shall exclude the Organiser's liability for (i) death or personal injury as a result of its negligence; (ii) fraud or fraudulent misrepresentation; or (iii) any liability that cannot be limited or excluded by law.

11. These terms and conditions and any dispute or claim arising out of or in connection with them or their subject matter, shall be subject to English law and the exclusive jurisdiction of the English courts.

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