2ⁿᵈ **Australia Smart Cities and Infrastructure Forum**

Unlocking the Future of Smart Cities with Innovative Technologies

15 - 17 November 2017
The Australian Events Centre

MORE THAN 20 SPEAKERS
INCLUDING:

LIOR MEYER
Deputy CEO, **Tel Aviv City**

SANDY BURGOYNE
Director, **Future Cities Collaborative**

MAYOR SAM AZIZ
Mayor, **City of Casey**

ROBERT SHARON
Chief Innovation Officer, **Blue IoT**

LUCAS GROENEVELD
State Manager, **Uber**

JAMES MCNEIL
Chairman, **Consult Australia**

KELLY GRISGBY
CEO, **Wyndham City Council**

MARGARET O'ROURKE
Mayor, **City of Bendigo**

DR. HAFIZ YASAR LATEEF
Lecturer, **Curtin University**

MARCUS BURKE
Project Director,
National Transport Commission

2016 CONFERENCE
More than 100 delegates from:

- Brisbane City Council
- Campbelltown City Council
- Canterbury-Bankstown Council
- City of Bayswater
- City of Canada Bay
- City of Darebin
- City of Ipswich
- City of Joondalup
- City of Melbourne
- City of Perth
- City of Playford
- City of Prospect
- City of Unley
- Frankston City Council
- Glen Eira City Council
- Light Regional Council
- Maribyrnong City Council
- Melton City Council
- Moreland City Council
- Queanbeyan-Palerang Regional Council
- Redland City Council
- Wyndham City Council
- Greater Wellington Regional Council, New Zealand
- Kapiti Coast District Council, New Zealand

- ACT Government - Chief Minister, Treasury and Economic Development Directorate
- ACT Government
- Australian Bureau of Statistics
- Australian Trade and Investment Commission
- Department of Economic Development, Jobs, Transport and Resources
- Department of the Environment and Energy
- Department of Environment, Land, Water and Planning
- Department of Industry, Innovation & Science
- Department of Infrastructure, Local Government and Planning
- Department of State Development, Government of South Australia
- Greater Sydney Commission
- Land Development Agency
- Ministry of Transport, Singapore
- Office of the Coordinator - General, Department of State Development
- Public Transport Victoria
- Victorian Planning Authority

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DUNCAN SOLUTIONS

2nd Australia Smart Cities and Infrastructure Forum

UNLOCKING THE FUTURE OF SMART CITIES WITH INNOVATIVE TECHNOLOGIES

15 NOVEMBER 2017 (WEDNESDAY) | 1 - 5PM | THE AUSTRALIAN EVENTS CENTRE

Complimentary showcase with more 250+ professionals expected

Smart Cities Urban IoT & Innovations Showcase

The Smart Cities Urban IoT & Innovations Showcase will highlight how, through the lens of some of the most progressive and exciting IoT programmes developed for the urban environment, intelligent technologies and applications can benefit citizens, businesses, policy-makers and planners. This Showcase will incorporate all the key technological, security, operational, commercial and regulatory considerations to enable Smart Cities to work.

Key Themes

- Key Technologies Shaping Smart Cities Landscape
- Scaling Smart Cities While Maintaining Interoperability and Reliability of the Connected Infrastructure
- Fostering a Culture of City Data to Drive Smart City Development: Open Data, Big Data and Smart Analytics
- Urban IoT & Innovations Track

Smart Home

Smart Energy

Smart Parking

Intelligent Mobility

Smart Transportation

IoT & City Security

For Sponsorship Opportunities and Information, contact **Catherine** at **+65 6716 9996**, or email **catherine@claridenglobal.com**

Smart Cities Pavilion Showcase

Another unique highlight of 2nd edition of Australia Smart Cities and Infrastructure Forum the first-of-its-kind Smart Cities Pavilion, a dynamic exhibition showcase that provides an unprecedented stage for leading city councils to share smart city insights, experience, progress and achievements.

At the Smart Cities Pavilion, keep up with the latest smart cities development in Australia. Network and interact with key city councils and understand how their leadership and innovations have given them an edge in leading Australia smart cities vision.

Clariden Global is pleased to offer a limited number of **complimentary exhibit stands** for cities to demonstrate their technology projects or initiatives to the smart city community convening at **2nd Australia Smart Cities and Infrastructure Forum.** This offer is extended on a first-come basis to the first 5 qualified smart cities until **31 July 2017**. Submit your registration here.

Join us at the exciting **Smart Cities Urban IoT & Innovations Showcase** and **Smart Cities Pavilion Showcase** to re-imagine the smart cities of the future! Conference delegates will be given complimentary pass to tour and network at the showcase. Selected industry stakeholders will be offered exclusive complimentary pass to attend the event.

2nd Australia Smart Cities and Infrastructure Forum

UNLOCKING THE FUTURE OF SMART CITIES WITH INNOVATIVE TECHNOLOGIES

15 - 17 NOVEMBER 2017 | THE AUSTRALIAN EVENTS CENTRE

THE FORUM AT A GLANCE

DAY 1: WEDNESDAY, 15 NOVEMBER 2017

SHOWCASE

- **Smart Cities Urban IoT & Innovations Showcase**
  - o Key Technologies Shaping Smart Cities Landscape
  - o Scaling Smart Cities While Maintaining Interoperability and Reliability of the Connected Infrastructure
  - o Fostering a Culture of City Data to Drive Smart City Development: Open Data, Big Data and Smart Analytics
  - o Urban IoT & Innovations Track: Smart Parking / Smart Lighting, Smart Home, Intelligent Mobility, Smart Transportation, Smart Energy, IoT and City Security

- **Smart Cities Pavilion Showcase**
  - o Experience the dynamic exhibition that put leading city councils on unprecedented stage to share smart city insights, experience, progress and achievements

PRE-FORUM WORKSHOPS

- **Workshop A:** Employing Data Analytics in Smart Cities
- **Workshop B:** Risk Management in Cyber Security

DAY 2: THURSDAY, 16 NOVEMBER 2017

CONFERENCE

- Australia Smart Cities - New Initiatives and Collaborations
  - o Federal Keynote: The Smart Cities Plan with Smart Collaboration
  - o City Deals: Transforming Cities, Infrastructure and Development through City Deal
- Smart Cities Implementation Case Studies
  - o Global Case Study: Singapore Smart Nation Programme - Staging the World First Smart City State
  - o Global Case Study: Tel Aviv - Bottom Up Smart City Civic Engagement
  - o Case Study on City of Casey: The Australian City Context, Digital Casey

All delegates are also invited to join us at our **Champagne Networking Session**. Enjoy a perfect glass of champagne, build exclusive networks and exchange powerful insights with delegates

DAY 3: FRIDAY, 17 NOVEMBER 2017

CONFERENCE

- Smart Cities of the Future
  - o Keynote Address: Age of Disruptive Technologies - Internet of Things (IoT) as an Enabler for Smart Cities
  - o 5G Smart Cities: The Future of Cities with the Deployment of 5G networks
  - o Translating Smart City Approaches To Smart Regions
- Intelligent Mobility and Infrastructure Development
  - o CLARA Case Study: One High Speed Rail, Eight New Cities - A New Plan for Australia's Growing Population
  - o Transforming Transportation and Mobility with the Connected City
- City Security in Smart Cities
  - o Understanding Security Threats and Risks in Smart Cities

FEATURED SPEAKERS

Lior Meyer
Deputy CEO
Tel Aviv City

Sandy Burgoyne
Director
Future Cities Collaborative

Mayor Sam Aziz
Mayor
City of Casey

Kelly Grisgby
CEO
Wyndham City Council

Lucas Groeneveld
State Manager
Uber

Robert Sharon
Chief Innovation Officer
Blue IoT

Dr. Hafiz Yasar Lateef
Lecturer
Curtin University

Margaret O'Rourke
Mayor
City of Bendigo

James McNeil
Chairman
Consult Australia

Marcus Burke
Project Director
National Transport Commission

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2nd Australia Smart Cities and Infrastructure Forum

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15 - 17 NOVEMBER 2017 | THE AUSTRALIAN EVENTS CENTRE

2016 PAST PARTICIPATING COMPANIES

The inaugural **Australia Smart Cities and Infrastructure Forum** held in December 2016 was a resounding success, with over 100 city leaders and industry stakeholders coming together for meaningful exchange to catalyze Australia smart city developments.

GOVERNMENT
- ACT Government - Chief Minister, Treasury and Economic Development Directorate
- ACT Government
- Australian Bureau of Statistics
- Australian Trade and Investment Commission
- Department of Economic Development, Jobs, Transport and Resources
- Department of the Environment and Energy
- Department of Environment, Land, Water and Planning
- Department of Industry, Innovation & Science
- Department of Infrastructure, Local Government and Planning
- Department of State Development, Government of South Australia
- Greater Sydney Commission
- Land Development Agency
- Ministry of Transport, Singapore
- Office of the Coordinator - General, Department of State Development
- Public Transport Victoria
- Victorian Planning Authority

CITY COUNCIL
- Brisbane City Council
- Campbelltown City Council
- Canterbury-Bankstown Council
- City of Bayswater
- City of Canada Bay
- City of Darebin
- City of Ipswich
- City of Joondalup
- City of Melbourne
- City of Perth
- City of Playford
- City of Prospect
- City of Unley
- Frankston City Council
- Glen Eira City Council
- Light Regional Council
- Maribyrnong City Council
- Melton City Council
- Moreland City Council
- Queanbeyan-Palerang Regional Council
- Redland City Council
- Wyndham City Council
- Greater Wellington Regional Council, New Zealand
- Kapiti Coast District Council, New Zealand

INDUSTRY
- ATDI
- Australian Information Security Association
- CISCO Korea
- City West Water
- CommScope
- Curtin University
- David Lock Associates
- Gerard Lighting
- Greenland (Australia) Investment
- Horizon Power
- Industrial Automation Group
- IoT Alliance Australia
- Jacobs Engineering Group
- John Holland Group
- McLachlanLister
- Metropolitan Waste and Resource Recovery Group
- nbn
- PricewaterhouseCoopers
- RPS Manidis Roberts
- SA Water
- Schneider Electric Singapore
- SGS Economics and Planning
- Simoco Australasia
- SUEZ
- Unitywater
- University of Canberra

"Good view of local and global trends in Smart Cities. Great discussion on smart city delivery methods and case studies."

"The conference validated some of the thinking and projects we have previously implemented and will be proposing."

"Excellent debate and discussion between presenters and attendees. Speakers were engaging and interesting, with good practical examples to share."

"A good range of content with interesting speakers. Well developed and put together. Plenty of interesting information."

Main Forum Agenda
UNLOCKING THE FUTURE OF SMART CITIES WITH INNOVATIVE TECHNOLOGIES

16 - 17 NOVEMBER 2017 | THE AUSTRALIAN EVENTS CENTRE

DAY TWO - 16 NOVEMBER 2017

Australia Smart Cities - New Initiatives and Collaborations

09:00   **Opening Address by Conference Chairman**

David Klingberg
Director and Principal
Smart Planning & Design

09:15   **Federal Keynote: The Smart Cities Plan with Smart Collaboration**

- Aligning the federal, state and local governments along with private sector and other organisations in the decision making of Smart Cities
- City Deal Agenda in Enabling Australia Housing, Employment, Liveability and Sustainability
- Wormhole to empowering the Australia Suburb - Reviewing the 50 million Smart Cities and Suburb Programme

10:00   **City Deals: Transforming Cities, Infrastructure and Development through City Deal**

- The Western Sydney City Deal: Enabling Infrastructure Investment and Housing Affordability
- **The Launceston City Deal:** Insights of City Deal in delivering jobs , business, industry and population growth
- **The Townsville City Deal:** Beyond the Defense Hub - Revitalizing the Urban Centre to create a diverse economy

10:45   *Morning Refreshments*

11:00   **Cities Reference Group Panel Discussion: Envisaging the Implementation of Smart Cities Plan**

- Splitting the Pies in Smart Cities: Prioritisation of Smart Cities Project and How could smaller cities reposition the competitive edge
- How could we unlock the potential of cities through smart design, built environment and technologies
- Policy reforms needed in strengthening and aligning the vision and implementation in smart cities plan
- How is an effective Smart City process formed

12:00   **City Leaders Panel Discussion: What Does a Smart City Looks Like and Who's Going to Pay For It**

- What are the policies in driving Collaborative Investment in Expediting Smart Cities Trajectory
- Making Cities Works - Insights on overcoming the raft challenges in financing through innovation funding (A look into superfund, bond, value capture)
- Public and Private Sector Roles in oversee and participates in smart investment initiatives

12:45   *Networking Lunch*

Smart Cities Implementation Case Studies

13:45   **Global Case Study: Singapore Smart Nation Programme - Staging the World First Smart City State**

- Vision of Singapore Smart Nation Programme
- How government leverage on ICT for data collection and Urban planning
- Infocomm Development Authority of Singapore (IDA) in enabling interoperability and integration of technology in SNP

14:30   **Global Case Study: Tel Aviv - Bottom Up Smart City Civic Engagement**

- Tel Aviv DigiTel Project - Vision to Achieve Smart Engagement with the Citizens
- Connecting the dots: Adapting municipal tools and infrastructure to current technological trends and needs to enable the integration of smart services
- How Tel Aviv incubate an ecosystem for innovators, start-ups and private sector in delivery smart city services

Lior Meyer
Deputy CEO
Tel Aviv City

15:30   *Afternoon Refreshments*

15:30   **Case Study on City of Casey: The Australian City Context, Digital Casey**

- City of Casey's vision and what we are doing
- The 7 Principles in ongoing establishment, development and management of Digital Casey
- City of Casey Roadmap in Digitisation, Infrastructure development Economic development and Community safety

Sam Aziz
Mayor
City of Casey

16:15   **Fast Sprint Session: Smart City Initiatives around Australia Cities + Quick Tour on Pavilion Showcase**

- Table 1: Smart Parking - Case Study from Canberra
- Table 2: Smart Energy - Smart Grid, Smart City:
- Table 3: Smart Bin and Waste Management - Yarraville / City of Salzburg
- Table 4: Smart Building - Bueno Systems in Australia
- Table 5: Smart Street Lighting - City of Sydney / City of Adelaide

17:35   **Champagne Networking**

Enjoy a glass of champagne whilst networking with other like-minded individuals on topics that are of most interest to you and fellow delegates.

Main Forum Agenda

UNLOCKING THE FUTURE OF SMART CITIES WITH INNOVATIVE TECHNOLOGIES

DAY THREE - 17 NOVEMBER 2017

Smart Cities of the Future

09:00 Opening Address by Conference Chairman

David Klingberg
Director and Principal
Smart Planning & Design

09:15 Keynote Address: Age of Disruptive Technologies: Internet of Things (IoT) as an Enabler for Smart Cities

- The City of Future - Enabling Open Data and analytics, mobile, cloud, to design, build and operate critical infrastructure
- The Importance of Interoperability & OPen Standard in Decreasing Cost of Deployment, Allowing Mass Scale Adoption and Incubate Smart Cities Innovation
- Open Global Standard For Secure, Carrier-Grade Iot LPWA Connectivity

10:00 5G Smart Cities: The Future of Cities with the Deployment of 5G Networks

- Analyse emerging challenges and solutions for a 5G-friendly smart city
- Public-Private Partnerships Business model in developing Australia 5G capabilities
- How could 5G allow the use of technology strategically and enhance its return on investment on Smart Cities
    - o Telstra
    - o Optus
    - o Ericsson

10:45 *Morning Refreshments*

11:00 Translating Smart City Approaches To Smart Regions

Sandy Burgoyne
Director
Future Cities Collaborative

11:45 Financing Smart Cities of the Future

- How Value Capture Provide Long Term Economic Returns and Deliver on Smart Cities National Objectives
- Applying Value Capture in the Australia Context - The Constraints under Current Policy Framework - Land Use Policies and Tax Reform

12:30 Speaking Slot Reserved for Sponsor

12:55 *Networking Lunch*

Intelligent Mobility and Infrastructure Development

14:00 CLARA Case Study: One High Speed Rail, Eight New Cities: A New Plan for Australia's Growing Population

- The Cost of inadequate understanding in Integrated Land Use Planning - How could value capture lead to better transport planning and smart investment decision
- Cost - Benefits Analysis for Government and Private Sectors in Unlocking the value of the Infrastructure Corridor
- A Glimpse into High Speed Rail (HSR) in linking Australia Major Cities (Sydney, Melbourne and Canberra)

14:45 Transforming Transportation and Mobility with the Connected City

- Examining the key learnings from Uber, Lyft, Zipcar, etc
- The Emergence of Autonomous Vehicles and the Impact on Cities
- What are the legal grey areas in enabling Autonomous Vehicles
- Electric vehicle charging stations

Marcus Burke
Project Director
National Transport Commission

15:15 *Afternoon Refreshments*

City Securities in Smart Cities

15:30 Understanding Security Threats and Risks in Smart Cities

- IoT Security Threats and Trends
- Effective security measures for securing IoT environments against insider and external hacks
- Understanding the security threats across infrastructure, transport, public services, enterprise

Dr. Hafiz Yasar Lateef
Lecturer
Curtin University

16:15 Panel Discussion: Creating a Safe and Secure Smart City

- Critical Iot Security priorities
- Promoting the benefits of introducing security early into the development lifecycle of a project or plan
- Building partnerships between cities, providers and the security community
- Who is responsible for creating standards and regulations to help solve cybersecurity across all areas related to smart cities?
- Data Privacy Implication

17:00 Closing Remarks by Conference Chairman

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Pre-Forum Workshops
UNLOCKING THE FUTURE OF SMART CITIES WITH INNOVATIVE TECHNOLOGIES

Workshop A: 08:30 - 10:30

Harnessing City Data - Employing Data Analytics in Smart Cities

Data has been an inseparable element in smart cities development and it is essential government to enhance the ability to harness the power of big data to arrive at comprehensive, 360-degree view of the city infrastructure. Through effective use of data, city council could achieve the goal of providing useful information and relaying communications that are more relevant and valuable.

This workshop aims to help participants to strive for proper balance between digital and data science skills which will help to enhance proficiency in leveraging on data to make decisions that build competitive advantage of the city. It will also provide insights on machine learning, data analytics, data science, and big data. Lastly, participants will discover the role that data analytics can play in your smart cities strategy.

Key Takeaways:
- Explain the role of M2M, Big Data, analytics and the Big Data ecosystem in Smart Cities
- Understand the types of data that can be utilized as a strategic resource
- Leverage data analytics to create a city' competitive advantage
- Realize the economic growth and value of data analytics in achieving optimal use of resources

Workshop B: : 11:00 - 14:00

Securing the Virtual Connection - Risk Management in Cyber Security

As smart cities depend heavily on the internet usage, cloud application and connected devices, the cyber security threat becomes increasingly widespread. Information technology are ever complex and it is important to ensure that the critical infrastructure, data and privacy of are not compromised in the process of designing and implementing the technology roadmap of a smart city.

This workshop strives to provide participants with the insights on how to effectively to handle cyber security threats and the best practices in addressing the challenges in the often un-patched cyber attack. It will also provide the necessary knowledge in drafting a cyber security framework to identify, analyze and mitigate risks in a smart city.

Key Takeaways:
- Understand the nature and causes of why IoT are more vulnerable to cyber security threat
- Discover tools and skills that are crucial for managing cyber security risks
- Standards and procedures in designing the cyber security framework
- Understand importance cyber security capability and capacity building

Make the most of
2nd Australia Smart Cities and Infrastructure Forum
UNLOCKING THE FUTURE OF SMART CITIES WITH INNOVATIVE TECHNOLOGIES

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Duncan has unparalleled experience and success in providing integrated Parking & Guidance Technologies to Smart Cities and Authorities across the globe. Our suite of technologies enables authorities and parking professionals to implement intelligent parking strategies and realize considerable efficiencies across their Parking and Enforcement operations.

Duncan Solutions was established in the USA in 1936 and is today, a wholly owned Australian company supported by manufacturing and service offices in Sydney, Melbourne, Perth, Cairns and the Australian Capital Territory.

To learn more visit http://duncansolutions.com.au
and our LinkedIn page https://www.linkedin.com/company/duncan-solutions_2

CAPITALIZE ON THIS CONFERENCE

Do you have solutions to develop Smart Cities and its infrastructures? Looking for the ideal platform to raise your profile and to increase your ROI?

Leverage our limited sponsorship packages to strength and confirm your market position through consistent and continual branding awareness and take advantage of the plethora of opportunities with high level decision makers.

Your Partnership with us will provide you with:

- **Unparalleled industry exposure**
- **Leads generation and set-up of meetings with key decision makers**
- **Positioning your company as a thought-leader**
- **Reaffirming your position in the industry**

Please contact **Catherine Werner** at **+65 6717 9996** or email **catherine@claridenglobal.org** to discuss potential sponsorship opportunities or to custom make your own package.

2016 Australia Smart Cities and Infrastructure Forum

150+ DELEGATES

25+ SPEAKERS

50+ CITY COUNCILS & GOVERNMENT DEPARTMENTS

Benefits as Media Partner or Supporting Organization at Australia Smart Cities and Infrastructure Forum 2016

- **Enhance your corporate profile and visibility within your industry** - Your company's logo will be emblazoned on our brochures and distributed to Smart Cities visionaries across Australia and New Zealand
- **Affiliation with an internationally recognized commercial event organizer**

Clariden Global events are widely known and trusted throughout Asia for giving best value to senior industry executives. We partner with selected media and supporting organizations, capable of delivering the highest caliber of expert knowledge and key industry insights to the target market. .

If you meet the criteria mentioned above and would like to explore the opportunity to partner with us for Australia Smart Cities and Infrastructure Forum, please contact **Clarice** at **+61 3 9909 7310** or email *clarice.thompson@claridenglobal.org*.

2ND AUSTRALIA SMART CITIES AND INFRASTRUCTURE FORUM

15 - 17 November 2017 | The Australian Events Centre

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Knowledge for the world business leaders

REGISTRATION PAGE

Please complete this section.

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☐ I would like to receive more information on hotel accommodation using Clariden Global coporate rate.

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(Please tick to select your Conference packages. You may tick more than one.)

1st Participant Name (Mr/Mrs/Ms): _____
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4th Participant Name (Mr/Mrs/Ms): _____
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Telephone:_____ Fax:_____
Email:_____ Date of Birth:_____
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CONFERENCE FEES

Conference Packages	Super Early Bird Fee (If payments and registrations are received by 2 Aug 2017)	Early Bird Fee (If payments and registrations are received by 6 Sep 2017)	Final Early Bird Fee (If payments and registrations are received by 11 Oct 2017)	Regular Fee
FOR GOVERNMENT-RELATED ENTITIES AND CITY COUNCIL LEADERS				
A: 2-day Conference	AU$1,995	AU$2,095	AU$2,195	AU$2,295
B: 2-day Conference + Workshop	AU$2,595	AU$2,695	AU$2,795	AU$2,895
C: Workshop A & B	AU$995	AU$995	AU$995	AU$995
FOR NON-GOVERNMENT RELATED ENTITIES, INDUSTRY SOLUTION PROVIDERS AND VENDORS				
D: 2-day Conference	AU$2,595	AU$2,695	AU$2,795	AU$2,895
E: 2-day Conference + Workshop	AU$3,095	AU$3,195	AU$3,295	AU$3,395
F: Workshop A & B	AU$995	AU$995	AU$995	AU$995

PLEASE NOTE: The conference fee includes lunch, refreshments and conference documentation. Payments are required with registration and must be received prior to the Conference to guarantee your place.

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Register with your Colleagues Today to Enjoy Group Discount*:
Group discount of 10% for the 2nd participant from the same organization.
For limited time only by 11 October 2017, register 3 participants and the 4th participant will receive a **complimentary** seat.
For 5 or more registrations, please contact Clarice at *clarice.thompson@claridenglobal.org*.
Group Discount will only be applicable to the package of the lowest value.
*Only 1 discount scheme will apply. Discount will compound on top of your early bird discount! This offer is valid for a limited time only, till 11 October 2017.

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Website: www.claridenglobal.com

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Note: Please include invoice number on all payment types and your company's name in your payment instructions for our reference.

CREDIT CARD:
To make payment by credit card, please call our client services hotline at +61 3 9909 7310.

FORUM VENUE AND ACCOMMODATION INFORMATION

The Australian Events Centre
15 - 17 November 2017
1 Larkin St, Essendon Fields VIC 3041, Australia
Tel: +61 3 9027 9000
Website: http://www.taec.co/

HOW TO REGISTER AND PAY

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment can be made by credit card, by bank transfer or by cheque made payable to "CLARIDEN GLOBAL INTERNATIONAL LIMITED".

ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.

ACCOMMODATION

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent along with your registration confirmation.

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Substitution with a qualified candidate is allowed by providing at least 5 working days of advance notice to Clariden Global. One time substitution is allowed with no charges. Subsequent substitutions will be charged 10% admin fee.

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