



**9:30-10:30**

**Registration and Networking**

*Tea, coffee, refreshments and pastries served.*

**10:30 -10:40**

**Welcome – Chair’s Introduction**

**10:40 -11:00**

**Company Update**

Ian Downie, Director, International Business Development,  
collectionHQ

**11:00 – 11:30**

**Case Study Presentation 1**

**11:30 – 12:00**

**Case Study Discussion**

**12:00 -13:00**

**Lunch**

**13:00 – 13:30**

**Case Study Presentation 2**

**13:30 – 13:50**

**Case study discussion**

**13:50 -14:00**

**Introduction to Round Table Discussion**

**14:00 -14:20**      **Round Table Discussion – Session 1**

**14:20 – 14:40**      **Round Table Discussion – Session 2**

**14:40 – 15:00**      **Round Table Discussion – Session 3**

**15:00 – 15:30**      **Afternoon Break**

*Afternoon cake served with tea and coffee.*

**15:30-16:00**      **Open Discussion**

**16:00**              **Forum Close**