



Sustainability, innovation and cost efficiency: taking procurement forward

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# PROGRAMME

24 - 26 September 2014 · Ghent, Belgium www.ecoprocura.eu/ghent2014

SUSTAINABILITY · PUBLIC PROCUREMENT · EXCHANGE · NETWORKING · <mark>DIALOGUE · SUPPLY & DEMAND</mark>

# PROGRAMME OVERVIEW

	<b>Day 1</b> Wednesday 24 September		<b>Day 2</b> Thursday 25 September		<b>Day 3</b> Friday 26 September
		9:00	European frameworks to support sustainable procurement and innovation procurement	9:00	The power of market intelligence and market engagement
		_		10:30	Break
		10:40	Break	11:00	Harnessing the network
		11:10	Subplenaries (see p. 6-7)		-
12:00	Registration opens			12:10	Waking the giant!
12:30	Lunch	12:30	Lunch	12.10	waking the giant:
-				_	
14:00	Welcome	13:30	Parallel Sessions (see p. 8-9)	12:40	Taking it forward
14:20	Putting procurement at the heart				
	of strategic decision-making – a success story from Ghent			13:00	Close & lunch: food for thought
	The opportunities and	_		14:00	Meet Your Buyer (see p. 11)
	challenges of using procurement strategically	15:00	Break		
		15:30	Market Lounge Round 2 (p. 14-15)		
15:30	Break				
	Market Lauran David (m. 19. 19)	17:00	PPI Award Ceremony		
16:00	Market Lounge Round 1 (p. 12-13)				
17:30	The professionalisation of public	17:30	Close of the day		
17.30	procurement				
18:00	Welcome reception and tours of	19:30	Official Dinner (see p. 16)		
	Ghent				

# **break out room:** Guislain **CONFERENCE VENUE GROUND LEVEL** LEVEL 2 break out rooms: -Baekeland 1 - 2- 3 free bicycles on request - Exhibition 1 plenary room LEVEL 1 B entrance NI info desk break out room: Bauwens registration conference secretariat **breakout rooms:** Hubert Van Eyck Jan Van Eyck lounge & \_\_\_\_ digital corner . Van der Goes



# WELCOME TO ECOPROCURA 2014

The ninth edition of the EcoProcura conference series is taking place in Ghent, Belgium on 24 - 26 September 2014. Procurers from all levels of government, policy-makers, suppliers and representatives from European Institutions have gathered to discuss a variety of topics related to sustainable public procurement and innovation procurement.

# **OBJECTIVES AND OPPORTUNITIES**

The EcoProcura 2014 conference will answer questions on:

- How the cost efficiency of sustainable procurement may be capitalised upon;
- What obstacles stand in the way of mainstreaming sustainable and innovation procurement;
- How procurement can be at the heart of strategic decision-making;
- What the new European Public Procurement Directives mean for sustainable and innovation procurement in practice;
- How public procurement can be used to stimulate innovation;
- Which legal and practical aspects should be considered when undertaking a dialogue between public procurers and business.

English will be the language used throughout the conference.

# ORGANISERS



# ICLEI – Local Governments for Sustainability

ICLEI is an international association of over 1100 local governments committed to sustainable development. ICLEI provides technical consulting, training and information services to build capacity, share knowledge and support the implementation of sustainable development at the local level.



# The City of Ghent

Ghent is the capital and largest city of the East Flanders province of Belgium. In 2008, Ghent introduced an action plan for sustainability – "Ghent 2020". Ghent plan to implement more than 105 actions and projects to make it a more sustainable city and set an example within Belgium and Europe. The City of Ghent is a firm believer that local governments, by using their substantial buying power, have significant leverage to push the market towards more innovative and sustainable products and services.

# PETER WOODWARD, YOUR CONFERENCE FACILITATOR

Based in Bath (UK), Peter Woodward has a passion for and expertise in designing and running participative processes on issues related to the sustainable development agenda. He facilitated the last three EcoProcura conferences and his distinctive and energetic facilitation style will help to make EcoProcura 2014 an effective and memorable event for all participants.







# **ICLEI AND PROCUREMENT**

# Celebrating 10 years of the Procura<sup>+</sup> Sustainable Procurement Campaign

In 2004, Margit Vjestberg (Kolding, Denmark) and Imma Mayol (Barcelona, Spain) invited political leaders from across Europe to join a campaign to foster Sustainable Public Procurement (SPP). This happened at a time when SPP was becoming increasingly recognised as a beneficial driver for achieving local and regional policy and development goals, relating to climate change, urban expansion and smart mobility

concepts, to name but a few.

Dozens of public authorities responded and joined Procura<sup>+</sup>. Deputy Mayor of the City of Helsinki (Finland) and Procura<sup>+</sup> Chair, Pekka Sauri, is "delighted to support the work of Procura<sup>+</sup> in mainstreaming SPP across Europe and encouraging exchange amongst public authorities." Procura<sup>+</sup> has been supporting over 150 public authorities in implementing SPP and promoting their achievements, such as saving CO<sub>2</sub> emissions, or establishing fair trade principles.

"Thanks to Procura<sup>+</sup> the City of Zürich has been able to position themselves as a leader in the field of sustainable procurement. Zurich appreciates the valuable exchange on good practice, news and especially enjoys the open discussions which take place on issues which naturally arise when an organisation decides to implement new approaches and procedures. Procura<sup>+</sup> offers the perfect frame to do this and, if needed, even offers tailor-made advice and support." Beat von Felten, Project Manager, City of Zurich (Switzerland), Procura<sup>+</sup> founding participant.



**Pekka Sauri** Procura<sup>+</sup> Chair



**Beat von Felten** Procura<sup>+</sup> Founding Participant

To find out more about Procura<sup>+</sup>, visit: www.procuraplus.org

# **KEY RESOURCES AND INITIATIVES**

ICLEI has been involved in procurement for over 20 years. Key initiatives include:



<u>Sustainable Procurement Resource Centre</u>: bringing together all the latest news, events, and resources on sustainable procurement. For more information, visit: www.sustainable-procurement.org



**Public Procurement of Innovation Platform**: the first port of call for all aspects related to public procurement of innovation. For more information, visit: www.innovation-procurement.org



**Procurement Forum**: an online forum to exchange, collaborate and learn more about sustainable and innovation procurement. For more information, visit: www.procurement-forum.eu

# PROGRAMME



# DAY 1 WEDNESDAY 24 SEPTEMBER

12:00 Registration opens

 12:30
 Lunch

 14:00
 Welcome

A welcome to EcoProcura 2014, the ninth edition of the EcoProcura Conference series.

**Martine De Regge** – Deputy Mayor of Human Resources, Facility Management and Administrative Simplification, City of Ghent, Belgium

Mark Hidson – Global Director, ICLEI's Sustainable Procurement Centre; Deputy Regional Director, ICLEI Europe

# 14:20 Putting procurement at the heart of strategic decision-making - a success story from Ghent

The City of Ghent has been rethinking the importance of procurement and has resolved to put procurement at the heart of strategic decision-making in order to achieve its sustainability and innovation goals. Ghent will present its strategic approach to procurement to inspire others.

Aline de Tremerie – Procurement Director, Procurement Management Services, City of Ghent, Belgium Mieke Pieters – Strategic Procurement Expert, Procurement Management Services, City of Ghent, Belgium

# 14:40 The opportunities and challenges of using procurement strategically

The focus within sustainable procurement has so far been on addressing technical, budgetary and regulatory barriers to assist public authorities in implementing sustainable and innovation procurement. However, it is becoming increasingly apparent that psychological barriers must first be overcome in order to effectively ensure that sustainable and innovation procurement become commonplace in Europe.

**Dr Lutz Preuss** – Reader in Corporate Social Responsibility, Royal Holloway University of London, UK

15:30 Break

# 16:00 Market Lounge Round 1: Talk, learn, act!

The Market Lounge provides a place for networking, discussing ideas and sharing experiences on sustainable and innovation procurement in a smaller group setting. Round 1 will include tables on the following topics: social innovation, life-cycle costing, textiles, construction, cradle-to-cradle, food, ICT, energy-efficiency, supply chain, timber, and more. See the full Market Lounge Round 1 table list on pages 12 - 13.

# 17:30 The professionalisation of public procurement

The professionalisation of public procurement is about recognising and developing the right skills and knowhow necessary for professional procurers. It involves establishing the appropriate frameworks, which will in turn establish public procurement as a co-ordinated, well equipped and informed profession.

This plenary will take a look at how the Scottish Government has achieved this by working to improve the quality and performance of its procurement professionals. In particular, the plenary will address what professionalisation of public procurement is, how it works in practice and how it can both impact and support sustainability and innovation within public procurement.

**Paul McNulty** – Deputy Director, Scottish Procurement Directorate, Scotland

# 18:00 Welcome reception & tours of Ghent

Participants can network while enjoying wine and canapés.

Following the reception, participants go on one of three tours to experience the City of Ghent: an architectural and culinary tour, a boat tour or a historical tour. See page 16 for details.



# DAY 2 THURSDAY 25 SEPTEMBER

# o9:00 European frameworks to support sustainable and innovation procurement

This plenary will provide first-hand information on the practical implications of the new EU Public Procurement Directives for contracting authorities and how the regulations are accommodating the use of procurement for implementing sustainability and innovation. In addition, representatives from the European Commission will outline how the Commission is supporting sustainable and innovation procurement. The audience will have the opportunity to ask questions which will be addressed by a panel of experts, followed by an interactive discussion.

**Claudio Romanini** – Legal Affairs Officer, DG Internal Market and Services, European Commission **Catherine Weller** – Lawyer, Climate and Forests Programme, Client Earth

**Bonifacio Garcia-Porras** – Head of Unit, Innovation Policy for Growth, DG Enterprise and Industry, European Commission

**Carina Vopel** – Head of Unit, Resource Efficiency and Economic Analysis, DG Environment, European Commission

Kenny Willems – Chief Financial Officer, iMinds

10:40 Break

# 11:10 Subplenaries

Subplenaries 1 and 2 provide an arena for presenting and discussing how to put into practice the Clean Vehicles Directive and the Energy Efficiency Directive, two of the Directives that have procurement as a key delivery mechanism. Subplenaries 3 and 4 will look at the latest development of two prominent topics in procurement: social aspects and innovation procurement.

# Bauwens Subplenary 1: Procuring clean, energy-efficient vehicles

This session will address the benefits to public fleet operators and emergency services of adopting a clean vehicles strategy. It will provide an introduction to the latest developments on European policy and legislation in the vehicles sector. A series of good practice experiences will then be presented, demonstrating how public authorities are succeeding in introducing clean vehicles into their fleets and the benefits this can provide to the whole community – not only in terms of reduced local emissions and cost savings, but also how such strategies can help connect local governments with their communities and provide a good example for citizens and local businesses to follow.

# Facilitator:

Eva Sunnerstedt – Project Manager, Clean Vehicles and Fuels, City of Stockholm, Sweden

Speakers:

**Kemal Önel** – Policy Officer, Clean Transport and Sustainable Urban Mobility Unit, DG MOVE, European Commission

**Nicole Fletcher** – Head of Sustainable Development, London Fire Brigade, UK

**Lies Helsloot** – Project Manager, Facilities Management Services and Logistics Department, City of Ghent, Belgium



### Room: Hubert Van Eyck Subplenary 2: Using public procurement as a tool for energy efficiency

Public authorities can use their vast economic purchasing power to boost the market to promote innovation and energy efficiency. The aim is not only to help tackle climate change and reduce resource consumption, but also to find more efficient and cost effective solutions. In recognition of this potential, the EU adopted a new Directive on energy efficiency in October 2012 in order to try and achieve a 20% increase in energy efficiency by 2020. This includes new obligations to ensure that central governments purchase only products, services and buildings with high energy efficiency performance and encourage public bodies, including at regional and local levels, to do likewise. This session will explore how this may be achieved in practice by highlighting good practice procurement approaches. Further measures needed to ensure the effective implementation of the Directive at the national and local level will also be discussed.

Facilitator:

Isa-Maria Bergman – Group Leader, Sustainable Procurement, Motiva, Finland

Speakers and panellists:

Jacek Truszczynski – Policy Officer, Unit C<sub>3</sub> - Energy Efficiency, DG ENER, European Commission Salla Koivusalo – Senior Specialist, Procurement Center, City of Vantaa, Finland Ines Becue – Head, Energy Services and Customer Services, Eandis, Belgium Beat Von Felten – Project Manager, Department of Health and Environment, City of Zurich, Switzerland

 Room:
 Subplenary 3: Mainstreaming fair and ethical principles in public procurement

What challenges do procurers face when purchasing socially responsible products, services and works? How can socially responsible public procurement (SRPP) be successfully implemented in public authorities? What experiences of the social design of products and production chains can be replicated? These and other questions will be addressed in this subplenary on mainstreaming fair and ethical principles in public procurement. SRPP is also introduced and discussed in light of the recently adopted EU Procurement Directives and the additional scope for social criteria and verification schemes.

Facilitator:

Philipp Tepper – Coordinator, Sustainable Economy and Procurement, ICLEI Europe

Speakers and panellists:

Alexandra Hughes – Researcher, School of Geography, University of Newcastle, UK Espen Skistad – Senior Procurement Manager, City of Oslo, Norway Tessa Wernink – Director of Communications, Fairphone Wouter Boesman – City Link Coordinator, City of Ghent, Belgium

# Jan Van Eyck Subplenary 4: EU policies and support for stimulating innovation procurement

Europe has an enormous and overlooked opportunity to spur innovation using procurement. Moreover, public procurement of innovative products and services is vital for improving the quality and efficiency of public services at a time of budget constraints. Yet, little public procurement in Europe is aimed at innovation, despite the opportunities under the EU Public Procurement Directives. This is due to a range of factors, such as: incentives that favour low-risk solutions; a lack of knowledge and capabilities regarding successful procurement of new technologies and innovations; and a disconnection between public procurement and policy objectives. This can be addressed more effectively through, for example, policies, guidance, sharing of good practice and providing incentives through funding opportunities.

Facilitator:

Jackie Homan – Sustainability and Science City Manager, Birmingham City Council, UK

Speakers and panellists:

Lieve Bos – Policy Officer, Innovation Unit, DG CONNECT, European Commission Floris den Boer – Economic Advisor, PIANOo, Netherlands Sara Bedin – Head, Public Sector Practice, The European House - Ambrosetti, Italy Jeroen Veenendaal – Consultant for innovative and sustainable procurement, Erasmus Medical Centre, Rotterdam, Netherlands Christophe Peeters – Deputy Mayor of Finances, Festivities, the Self-Employed and Innovation, City of Ghent, Belgium

13:30	3:30 Parallel Sessions					
Room: Guislain	Financing and investment programmes driving sustainable procurement	Room: Bauwens	Piloting innovation in emergency services			
Public procurement is one of the instruments that can be used by international financial cooperation to achieve sustainability. Billions of Euros are spent in related programmes and therefore have an enormous potential to drive sustainable markets. The session will present mechanisms for incorporating sustainable procurement into financial cooperation programmes and give an insight into the challenges that environmentally and socially responsible public procurement brings.		Emergency service vehicles, through their hig visibility in our towns and cities, can be an influence for change in other sectors. This session we address innovative solutions in emergency service vehicles as a way of improving their environment performance. The FIRED-uP project will show how it could support organisations to investigate an adopt innovative solutions – both in the vehicles emergency services sector and other fields.				
	• <b>pper</b> – Coordinator, Sustainable Econom <sub>y</sub> rement, ICLEI Europe	Facilitator <b>Nick Brer</b> Fire Briga	n <b>nan</b> – FIRED-uP Project Manager, Londo			
Wiederauf <b>Benoit C</b> ł	<b>Wald</b> – Procurer, Kreditanstalt für bau (KfW), Germany n <b>assatte</b> – Procurement Specialist, Agence de Développement (AFD), France	Speakers: Lies Hels Ghent and Robert W Equipment Christoph				
Room: Van der Goes	Measuring the impact of sustainable procurement	Room: Hubert Van Eyck	Circular procurement			
delivering and socia delivering public pro sustainab better un procurem procedure	e procurement is a powerful driver for improved economic, environmenta l outcomes. However, a big challenge in strategic sustainable aspirations through ocurement lies in knowing what impact e procurement has. This session aims to derstand how the impact of sustainable ent can be measured by presenting a mix or s, methods, and tools and how these car ded in the procurement process.	The circular economy seeks fundamentally nemodels of production and consumption, changing and de-linking rising prosperity from resource consumption growth. This session will look at whit this means in every day public procurement practice e.g. for formulating contracts. Practical pilots provide input for an interesting debate on how to implement circularity in public procurement. Facilitator: Michel Schuurman – Senior Programme Manage				
	<b>Ikinson</b> – Owner, Impact measurement ad LM3Online	CSR Neth Speakers:	erlands			
			ogramme, WRAP, UK <b>mmel</b> – Category Manager, Waste an			



# Room:Buying sustainable tropical timber –BaeklandA European Sustainable Tropical1Timber Coalition event

Public authorities purchase a large variety of timber products. Making sure that these are legally and sustainably sourced, especially when originating from tropical regions, is a major challenge. This session gives an insight into the work of the European STTC, which aims to boost the market for sustainable tropical timber - with public procurement seen as a key tool. Since the launch in November 2013 European local authorities have developed action plans and carried out first procurement activities. The City of Barcelona will present their Action Plan and a moderated discussion will give the audience a chance to input into the further development of the tools and goals of the initiative.

### Facilitator:

**Mark van Benthem** – Senior Advisor, European Sustainable Tropical Timber Coalition

Speakers and panellists:

**Peter Defranceschi** – Head of ICLEI Brussels Office, ICLEI Europe

**Thorsten Arndt** – Head of Communications, PEFC International

Félix Romero – Regional Director, FSC Europe

**Helena Estevan** – Project Manager, Ecoinstitut Barcelona, Spain

Room: Baekland 3	PCP & PPI - Tools for innovative lighting solutions	Room: Jan Van Eyck	Innovation and sustainability in catering procurement
	ercial Procurement (PCP) and Public nt of Innovation (PPI) prove to be		

Room:

Baekland

procurement.

Facilitator:

Speakers:

Sweden (tbc)

Bruno

Ghent, Belgium

Procurement of Innovation (PPI) prove to be useful tools, as they allow public procurers to act as technologically demanding first buyers to meet their needs, and in doing so, drive innovation from the demand side. This session will explore how the City of Espoo, a partner in the ENIGMA Project, is using PCP as a tool to procure more innovative lighting solutions for their city. The ProLite Project will present results of an investigation into how public sector organisations can use PPI to overcome organisational and procurement barriers.

# Facilitator:

**Antoinette Franklin** – Officer, Sustainable Economy and Procurement, ICLEI Europe

# <u>Speakers:</u>

**Lieve Bos** – Policy Officer, Innovation Unit, DG CONNECT, European Commission

**Jussi Lehtinen** – Senior Planning Officer, City of Espoo, Finland

**Leon Smith** – Commercial Project Manager: Innovation, Transport for London, PRO-LITE, UK The catering sector is significant for public authorities, not only in terms of money spent, but also in terms of sustainability impact. This session will explore different approaches being taken by public authorities to reduce environmental impacts of catering such as waste generation, high consumption of electricity, pollution of water resources and emissions of exhaust gases from vehicles.

Addressing broader policy objectives

knowledge between pioneers in Europe

through procurement: sharing

Sustainable public procurement can be used to

effectively reach broader organisational policy

objectives. Several local governments in Europe are actively integrating public procurement into broader

organisational policy objectives such as tackling

climate change, energy-efficiency, innovation,

promoting SMEs and social entrepreneurship. In this

session, experts from pioneering local governments

will share their experience, and discuss the potential

to contribute to key broader challenges through

**Mar Campanero** – Coordinator, Sustainable City

Lari Pitka-Kangas – Deputy Mayor, City of Malmö,

Aline De Tremerie – Director of Procurement, City of

Marketing

and

Peter Woodward – Quest Associates

Council, Barcelona City Council, Spain

Pessendorffer

Communication Manager, TMVW

# Facilitator:

**Katrien Verbeke** – Sustainability Official, City of Ghent, Belgium

### Speakers:

**Tobias Leenaert** – Director/Founder, Ethical Vegetarian Association (EVA), Belgium

**Gaynor Whyles** – Director, JERA Consulting, UK **Mark Stein** – Postgraduate Researcher, Salford University Business School, UK



Break 15:00

#### Market Lounge Round 2: Talk, learn, act! 15:30

The Market Lounge provides a place for networking, discussing ideas and sharing experiences on sustainable and innovation procurement in a smaller group setting. Round 2 will include tables on the following topics: catering, lighting, water sector, social entrepreneurship, capacity-building, fair-trade, risk management, vehicles, electronics, innovation, and more. See the full Market Lounge Round 2 table list on pages 14 - 15.

#### 17:00 Public Procurement of Innovation Award ceremony

The Public Procurement of Innovation Award aims to recognise successful public procurement practices that have been used to purchase innovative, more effective and efficient products or services. The winner, among the six finalists, will be revealed during the award ceremony. The six finalists of the Procurement of Innovation Award 2014 are:

- City of Oslo, Norway Smart house for elderly living
- Erasmus Medical Centre Rotterdam. **Netherlands** – Robotic Bedwashing Facility
- **Région Rhône Alpes, France** Distance learning using robotics
- A Coruña City Council, Spain Smart city platform
- Federal Procurement Agency, Austria Dual Delivery
- Het Waterschapshuis, Netherlands Dike Data Service Center

More information on finalists and the award at www.innovation-procurement.org/award

#### Close of day 17:30

#### **Official dinner** 19:30

Renowned for its support of meat-free culinary options, the City of Ghent invites participants to share in some sumptuous vegetarian delights as part of the official conference dinner. It will take place at the courtyard of the historical Augustinian monastery. See page 16 for details.

#### **FRIDAY 26 SEPTEMBER** DAY 2

The power of market intelligence and market engagement 09:00

The public sector often misses opportunities to achieve real value for the public purse by failing to engage effectively with the market. There is a reluctance to undertake market engagement and a tendency to reuse tender specifications and purchase the same products and services as previously. Knowing the market and engaging in effective market dialogue can play a crucial role in obtaining more innovative and sustainable products and services.

This session will explore what the EU framework offers procurers in terms of encouraging market engagement and how procurers can get the best out of it. A practical case of successful market engagement undertaken as part of the FIRED-uP project (www.fired-up.eu) will be presented. Market engagement will also be a key feature of the Meet Your Buyer event taking place in the afternoon.

**Gaynor Whyles** – Director, JERA Consulting, UK

Abby Semple – Procurement Specialist, London Fire Brigade and Public Procurement Analysis, UK **Leon Hombergen** – Senior Advisor Innovation and Market, Rijkswaterstaat (Ministry of Infrastructure and the Environment), The Netherlands

**David Morgan** – Procurement Officer, Cornwall Council, UK Peter Leyman – Director, Ryhove, Belgium



Break



# 11:00 Harnessing the network

As EcoProcura conferences prove, there is a lot of know-how available throughout Europe on sustainable procurement and innovation procurement. However, most of these activities are carried out in isolation and thus inaccessible for interested parties.

One initiative set up to encourage exchange and networking is the Procura<sup>+</sup> Campaign. Procura<sup>+</sup> is turning 10 this year and the plenary will take a look at what has been achieved and what the outlook is for the next 10 years. Following this, an interactive discussion will look at the importance of networking, how it can be scaled up and what specific aspects of support networks should provide to public authorities wanting to implement sustainable and innovation procurement. See page 4 for more information on Procura<sup>+</sup>.

**Mark Hidson** – Global Director, ICLEI's Sustainable Procurement Centre; Deputy Regional Director, ICLEI Europe

Mercè Rius i Serra – Deputy President for Environment, Province of Barcelona, Spain; Procura<sup>+</sup> Vice-Chair Léon Dijk – Advisor Sustainable Development and Procurement, Rotterdam, The Netherlands Farid Yaker – Sustainable Public Procurement Programme Officer, UNEP Martha Halbert – Sustainable Development Officer, Research Lead, Sustainable Scotland Network, Scotland

# 12:10 Waking the giant!

Whilst the use of procurement for achieving policy goals has become more prevalent, the true potential to harness public spending to achieve sustainability and innovation goals is often stubbornly unrealised. Given the decreasing availability of public finances, the need has never been greater to ensure greater value for money and efficiency, without impacting on the quality of the public service provided and at the same time setting up new and higher standards towards sustainability.

Gunter Pauli – Author, Teacher, Activist, Entrepreneur

# 12:40 Taking it forward

Closing remarks and final thoughts to take home. As part of this session, an official signing of the City of Ghent's strategy on sustainable procurement and the charter on stimulating ICT innovation through government purchasing will take place.

# 13:00 Close & lunch: Food for thought

# 14:00 - Meet Your Buyer

Don't miss this unique opportunity as a public procurer to meet leading businesses providing sustainable and innovative products and services in an informal setting at the Meet Your Buyer event.

Meet Your Buyer is a networking event where public procurers and procurement experts from Belgium and all over Europe can meet and exchange information on sustainable and innovative products and services, as well as topics such as market dialogue, engagement and business models. The event offers the opportunity to meet representatives of numerous successful sustainable and innovative businesses as well as a broad network of procurers from all levels of government, public authorities and policy-makers. Participants can choose on the spot from a range of networking formats and activities:

Pitches	Meeting point for public procurers and companies at thematic pitches such as circular economy, sustainable mobility, innovation, sustainable office, social entrepreneurship and more.
The Sustainability Market	Discover solutions, products and services of sustainable and innovative companies and organisations.
Round Table	Find out more about specific sustainable business solutions for public procurement needs in a small-group setting at the round table sessions.
Speed-date	At the speed-dating session, buyers and suppliers participate at a series of short matchmaking moments in their particular fields of interest.

Find out more on the Meet Your Buyer website (available in Dutch and English): www.meetyourbuyer2014.be



# 16:00 WEDNESDAY 24 SEPTEMBER MARKET LOUNGE ROUND 1

Contributors will present in three 25 minute slots at a round-table of approximately eight people; each slot will include a 10 minute presentation followed by 15 minutes of in-depth discussion.

1 Strategic eco-friendly savings: innovative purchaseto-pay and e-invoicing solutions, Pieter Geeraerts, Basware

Basware, a global leader in purchase-to-pay and e-invoicing solutions, shares how to empower organisations by simplifying and streamlining key financial processes.

# 3 Integrating GPP into the the strategic sustainability plan 2013-2022,

## Mercé Serrano, City of Barcelona

The application of GPP in the Department of Prevention, Security and Mobility's Internal SSP, including social and environmental criteria.

### 5 Granting public resources versus social public procurement: an assessment framework for local authorities, *Barteld Schutyser*, VVSG (Belgium)

Learn about VVSG's framework for helping local authorities in correctly applying state aid rules on services of general economic interest, and rules on public contracts and concessions.

# Procurement of electric vehicles in Sweden

Eva Sunnerstedt, City of Stockholm

7

This table presents a framework for procuring electric vehicles developed by the City of Stockholm, Vattenfall and SKL Kommentus Inköpscental AB. It has been used to procure 1250 EVs a year for the public and private sector.

GPP for efficient use of natural and economic

<sup>9</sup> resources, Gorane Ibarra, Ihobe

This table will present the main strategies to support GPP as a valuable tool for economic and natural resource use efficiency and sustainable development while, in many cases, achieving savings.

# 11 How to implement cradle-to-cradle in public tenders for cleaning products, Johan Tops, Ecover

Discussion on the value of cradle-to-cradle cleaning products, how to write tenders for these products and best practice examples of cities using cradle-to-cradle in the cleaning sector.

# Fair Trade in public procurement,

13 Karlien Wouters, Max Havelaar

This table will present the impact of the new EU Public Procurement Directives on Fair Trade purchases and explore the following questions: What are the opportunities offered by these new Directives? What are the challenges?

# **Bringing a food policy to life through procurement**, *Katrien Verbeke*, *City of Ghent*

In 2013, Ghent launched a food strategy aimed at making the food system more sustainable. This table will discuss how to use procurement to support the overarching sustainable food strategy.

# 17 School food procurement and sustainability in northern England and Wales,

Mark Stein, Salford University

Exploring how local councils are encouraging local food suppliers to bid on school catering tenders. Methods to overcome obstacles in providing high-quality sustainable food options will be discussed.

# 2 **Overarching policies that encourage eco-innovation**, Antoinette Franklin, ICLEI

This session will focus on overarching policies which encourage eco-innovation. Case studies from the GreenXpo Project will be presented followed by a discussion of how certain policies can best encourage eco-innovation.

4 The importance of social innovation in public procurement, Dany Neudt, De Punt

This table will focus on social innovation as a strategy for more sustainable public procurement and as an efficient way to spark innovative solutions in both for-profit companies, and not-for-profit organisations.

# 6 Tackling long-term unemployment and illegal labour through public procurement,

Emma Johansson, City of Malmö

A presentation on the City of Malmö's "white job model", which is based on social conditions, and the five pilot construction procurements using this model.

Low carbon procurement: the success of the CO<sub>2</sub>-Performance Ladder, Gijs Termeer, Foundation for Climate Friendly Procurement

A procurement tool to encourage companies to be aware of their CO<sub>2</sub> emissions and seek new ways to save energy, use materials efficiently, and to use renewable energy.

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8

**Testing the use of social criteria in textile public procurement,** Jo Versteven, Federal Institute Sustainable Development (Belgium)

Presenting a 2013 study by several Belgian state and local departments which investigated the implementation of social and ethical textile public procurement.

### 12 Incorporating sustainability into tendering procedures for construction works, Johannes Wall, Graz University of Technology

Introducing approaches for implementing sustainability in construction based on current research projects at Graz University of Technology and examples from Austria.

14 How to implement SPP on the local level: practical solutions from Germany, Kathrin Sühlsen, Leuphana University Lüneburg

Using results from Leuphana University's 'Sustainable procurement in cities and municipalities' project, this table will discuss current challenges of public procurement procedures and look into possible solutions.

### 16 **Barriers to procuring green products: experiences of** a central procurement agency, Laura Carpineti, ARCA Lombardia

This table will discuss the experience of "greening" the Lombardy Regional Procurement Agency (ARCA) tendering procedures, including common problems and constraints and PCP in the health sector.

**18 Joint procurement of low environmental impact PCs and monitors,** *Marko Voog, Centre of Registers and Information Systems (RIK) (Estonia)* 

A presentation of the GPP criteria that RIK has been using in its ICT equipment procurement documents to obtain the best quality products as well as to reduce the environmental impact.

# GPP in civil engineering: experiences from

19 The Netherlands, Leendert van Geldermalsen, Rijkswaterstaat (RWS)

How RWS is using the Most Economically Advantageous Tender (MEAT) methodology to target more innovative solutions with greater value while taking CO2 emissions and environmental impact into account.

#### The state of socially responsible production in 21 IT – year one analysis of TCO Certified IT product compliance, Niclas Rydell, TCO Development

How TCO Certified encourages sustainability in the IT-industry and how the new EU Public Procurement Directives incorporate social and environmental criteria and the use of third party certifications.

Topten: benefiting from the most energy-efficient 23 product procurement, Peter Defranceschi, ICLEI

Providing a practical overview of Euro Topten Max, which continually reviews and updates a European database of the most energy-efficient products on the market. Using Topten criteria to achieve SPP will also be discussed.

#### How to involve stakeholders in the promotion and 25 development of GPP - a two track strategy

Rikke Dreyer, Forum for Sustainable Procurement

A presentation of the 'Danish Model' of involving stakeholders in the development and implementation of GPP, including networking, collaboration, goal-setting and overcoming barriers.

#### Energy saving procurement through ESCOs: the City 27 of Vantaa example, Salla Koivusalo, City of Vantaa

How the City of Vantaa is using the ESCO concept to maximise energy efficiency and save energy and money for the City while reducing CO2 emissions.

Ecolabeling and certification as frameworks for 29 **capacity building**, Jonas Allen, Green Electronics Council (GEC)

The GEC is working to pilot a more comprehensive and supportive approach to electronics certification activities in India. Learn about the greener electronics registry and how the GEC engages all stakeholders.

SPP: organisation and co-operation on multiple 31 levels, Steffen Thomsen, City of Aalborg

Aalborg presents its procurement process, where environmental criteria determine whether procurement takes place. Learn how the city has incorporated its Environmental Policy into procurement practices.

Share your experiences on life cycle costing, Theo 33 Geerken and Veronique Van Hoof, VITO (Flemish Institute of Technological Research)

Integrating LCC with the new EU Procurement Directives. Share your experiences and learn about best practices of LCC implementation in SPP in Flanders.

Responsible supply chain solutions, 35 Trevor Babbs, Sedex International

Sedex, a not for profit membership organisation, presents its system, which enables purchasing organisations to identify supply chain risk , collaborate with suppliers and improve overall supply chain transparency.

The ecological neighborhood: the summum 37 of ecological and economical living, Katrien Haud'huyze and Bavo Osaer, Wienerberger

Wienerberger, market leader in hollow blocks, clay facing bricks, roof tiles and pavers, shares its experience with a pilot project in Waregem (Belgium), where a living project for an optimized cost and sustainability is being realised.

#### Funding and support for buying sustainable tropical 20 timber, Simon Clement, ICLEI

This table presents the achievements of the European Sustainable Tropical Timber Coalition (EU STTC) in driving the market for sustainably sourced tropical timber and its practical implementation by public authorities.

#### Measuring and monitoring social value, 22

Nicole Fletcher, London Fire Brigade

Discussing the London Fire Brigade's approach and other experiences with measuring and monitoring sustainable procurement and how this might support improved delivery of sustainable outcomes.

#### Stronger together: the Procura+ Sustainable 24 Procurement Campaign at a glance,

Philipp Tepper, ICLEI

What influence can you have? Learn how over 35 public authorities together with national partners from major European regions work together, driving SPP.

Sustainable procurement 2.0: product service 26 systems, Sabine Denis, Business and Society Belgium

Insight into obstacles and opportunities of contracts to lease rather than purchase goods, presenting examples and how product-service systems can strengthen procurement.

Seeking EU input on work of the Sustainable 28 Purchasing Leadership Council, Sam Hummel, SPLC

Learn about the SPLC initiative, which emerged out of a US-based multi-stakeholder collaboration, and give feedback on the mission, vision, principles and programmes it is developing.

#### The importance of fostering multi-stakeholder long-30 term urban partnerships beyond procurement, Silvia Ursu, CSR Europe

CSR Europe is bringing businesses closer to city actors in developing local sustainability strategies. Learn from existing urban partnerships what the key success factors and main challenges are.

#### Smart Track: sustainable procurement in the cultural 32 sector, Steven Vromman, Greentrack

Presentation of the SmartTrack project, which is developing a smart communication tool to support sustainable procurement decisions in Ghent's cultural sector.

**Brazilian strategy to foster Sustainable Public** 

34 **Procurement**, Thiago Uehara, Brazilian Ministry of the Environment

Discuss and give feedback on the Brazilian Federal Government's portfolio of projects designed to foster SPP, including legislation, administrative tools, sustainability indicators, training courses and more.



### The integration of criteria for sustainability in a sourcing process, Frank Lippens, EANDIS

EANDIS shares its experience on sustainable procurement practices through early supplier involvement, supplier selection, ecodesign and waste management in the supply chains.





#### 15.30 THURSDAY 25 SEPTEMBER MARKET LOUNGE ROUND 2

Contributors will present in three 25 minute slots at a round-table of approximately eight people; each slot will include a 10 minute presentation followed by 15 minutes of in-depth discussion.

4

#### The Sustainability Compass: an internet platform to 1 support SPP and the use of voluntary sustainability standards (CH), Angela Rengel, Sustainability Compass

This tool supports buyers in answering questions about the SPP process, including the national context, best practices, voluntary sustainability standards, important actors in the field, information about events, trainings and more.

#### Procurement procedures for eco-innovation, 3

Antoinette Franklin, ICLEI

This table will focus on how policies such as market engagement, competitive dialogue and design competitions can be used in public procurement to achieve eco-innovation. Case studies from the GreenXpo project will be presented.

The Catalonia EcoDesign award: a tool for the green 5 economy, Yolanda Morcillo Ripoll, Catalan Waste Agency

Learn about the award, which recognises products from Euro-Mediterranean countries that incorporate ecodesign strategies. The award, which includes several categories, raises awareness about low environmental impact products.

#### The use of technology in market engagement, David 7 Morgan, Cornwall Council

A look at the work of the Cornwall Council and how they are using webinars and other technology in market engagement. Discover how these technologies assist both the preprocurement and procurement phases.

#### WienWin: offering procurers an overview of 9 innovative products and services on the market, Eva Czernohorsky, ZIT (Vienna Business Agency)

WienWin is a platform that allows innovative Viennese companies to list their products or services online, allowing procuring authorities to identify high quality services and products, and support innovative suppliers.

#### Cross-border joint procurement in heathly ageing, 11 Gabriella Racca, University of Turin

Learn how the HAPPI project (Healthy Ageing and Public Procurement of Innovation) embraces cross-border joint procurement and public-public cooperation with the aim of innovating procurement in health care services.

#### **Energy efficient street light procurement:** 13 opportunities for improvement, Graziella Siciliano, CLASP

This session will discuss the barriers to efficient and effective LED street light procurement and present global best practices, such as bulk procurement, municipal networks and procurement tools and resources.

#### How to fulfil the principle of proportionality when 15 using SRPP requests, Jenny Ählström, Difi

To help public organisations, Difi has created a list of products with high risk of being produced under circumstances in breach of human rights and international conventions on workers rights. Learn about how Difi supports organisations in supply chain management for SRPP.

#### FSC and procurement of construction projects, 17 John Hontelez, FSC

When sourced sustainably, wood can have a smaller environmental footprint compared to other building materials. Learn how public authorities can contribute concretely to sustainable forest management through procurement of construction projects.

#### Procurement of innovation in the water sector, 2 Anna Backmann, ICLEI

Share and discuss your experiences with identifying barriers to innovation procurement in the European water sector and how to link supply side innovation to demand side actions and financial instruments.

PPI in Finland: the Cleantech Procurement Folder project, Ari Nissinen, Finnish Environment Institute

This project aims to strengthen the demand and market for innovative and environmentally sound solutions in Finland and internationally through a web-based decision support system.

How can transparent stakeholder relations be 6 created between buyers and suppliers? David Leyssens, KAURI

A discussion on how to establish SPP in practice based on practical case studies, with a focus on governance, ethical and transparency considerations.

#### Procurement of innovative sustainable catering, 8 Elina Ojala, Motiva

Drawing on experiences of the INNOCAT project, this table will focus on the innovation and sustainable procurement of low carbon, energy efficient vending machines, school catering services and hospital food packaging.

#### SPP in the 10-Year Framework of Programmes on 10 Sustainable Consumption and Production (10YFP), Farid Yaker, UNEP

Presenting the 10YFP SPP programme and its main activities, including the implementation of SPP, assessing impacts, addressing barriers and collaborating with the private sector.

#### The cradle-to-cradle concept, Gil Stevens, Cradle to 12 Cradle Platform

Insight into the cradle-to-cradle concept and certification programme, including an overview of the products on the market and how cradle-to-cradle can strengthen your procurement policy.

How to follow up ethical supply chains in public 14 procurement, Grete Solli, South Eastern Norway Health Authority

Addressing issues with the ethical supply chain from the perspective of a health authority. Information on working with international suppliers and improving communication, transparency and monitoring.

PPI for an efficient bed-washing facility, Jeroen 16 Veendaal, University Medical Centre Erasmus MC

By adopting the principles and practices of innovation procurement, the Erasmus MC procured robotic bed washing facility to solve the problem of bed cleaning in hospitals. Learn how this innovative approach saved money, reduced the hospitals CO2 footprint and increased health and hygiene.

#### Stimulating innovation through public procurement 18 without increasing public spending, Kenny Willems, iMinds

Taking the new EU Public procurement Directives a step further, iMinds proposes encouraging policy makers to impose a certain target percentage of spending on innovative products, services and solutions.



#### Managing risk in public procurement of innovation, 19 Kjersti Berg, Difi

Norway's Agency for Public Management and eGovernment (Difi) presents its guide: Managing Risk in Public Procurement of Innovation. The guide is in English and can be used to help organisations assess risk in innovation procurement.

#### Encouraging networking, exchange and the uptake 21 of SPP through 'hands on' working groups, Luk Lafosse, BBL Federation for a better environment

Results of a series of small "hands-on" working groups of local government experts on procurement and sustainability in upcoming tenders for a wide range of products.

### **Environmental protection through public**

23 procurement in Belgrade City, Marija Veličković, Belgrade City

Hear how Belgrade has centralised its public procurement activities of around 150 public authorities and supports GPP and SPP through selection criteria, award criteria and agreement clauses in public contracts.

Smart, ethical and sustainable public procurement: 25 from theory to change, Bruno Pessendorffer, TMVW

This session aims at consolidating practices, synergies and opportunities vis-à-vis real, potential or theoretical challenges in the implementation of smart, ethical and sustainable procurement.

#### The challenges for SMEs in cross border procurement, 27

Pascal Verheye, Enterprise Europe Network

Learn about the implications of the new EU Procurement Directives on SMEs, challenges for SMEs in public procurement, and tips and tricks for winning tenders in cross border procurement.

#### Electronics Watch – socially responsible public 29 procurement of electronics, Pauline Overeem, SOMO

Presentation of the Electronics Watch initiative, which provides a Europe-wide database of socially responsible electronics distributors, brands, and factories as well as documents to help form a SRPP strategy.

#### GPP 2020 - mainstreaming procurement for a low-31 carbon economy, Philipp Tepper, ICLEI

GPP 2020 aims to mainstream low-carbon procurement across Europe in support of the EU's goals to achieve reductions in greenhouse gas emissions. To this end, GPP 2020 implements more than 100 low-carbon tenders. Learn how public authorities can benefit from GPP 2020 experience.

Getting involved in the EU GPP criteria development 33 process, Robert Kaukewitsch and Miguel Gama Caldas, European Commission

This table will focus on the European Commission's GPP programme and how it is developed. Discuss how the EC can further engage public authorities in this process.

# Pilot projects for PPI and PCP in Norway,

35 Tore Andre Sines, National Programme for Supplier Development

Presentation of the "National Programme for Supplier Development", co-developed with the Agency of Public Affairs, and its experiences with PPI and PCP, including over 40 implemented pilot projects.

#### FIRED-uP: innovative procurement poll, Lies Helsloot, 20 City of Ghent and London Fire Brigade

Share your experiences with innovation procurement in your organisation, including plans to undertake innovation procurement in the upcoming months/year. Discuss incentives and barriers for innovation procurement.

Successful development of the Catalan ecolabel for

clean fleets, Maria José Sarrias, Catalan Government

Presenting the new category of the Catalan ecolabel: Vehicle fleets. Learn about the technical aspects and criteria of the label and how it can be used for GPP in service contracts.

# 24

22

#### Making sustainable veggie meals not only healthier **but also popular,** Maureen Vande Cappelle, EVA

Discover how EVA is helping caterers take steps towards offering sustainable and healthy vegetarian menus while developing tasty meals and controlling food costs.

Performance-based specifications (PBS) in public 26 procurement, Marina Ruete and Tilmann Liebert, IIS

Learn about how PBS focuses on outcomes rather than characteristics of goods and services. This allows suppliers to develop solutions that may be pre-commercial and bring forward prototype technologies, sparking industrial innovation.

28

#### Building SPP: capacity building in sustainable procurement in Portugal and Greece, Paula Trinidade, LNEG

The Building SPP project aims to develop and implement SPP in Portugal and Greece through developing procurement strategies, building communication networks, promoting market engagement and more.

#### How to stimulate social entrepreneurship through 30 public procurement, Peter Leyman, Ryhove

Learn about how the social economy can be integrated into our society and the benefits social companies offer to the public sector. The practical case of Ryhove will be presented.

#### Eco-innovation: state of the art and potential in 32 German public procurement, Ria Mueller, IÖW

A presentation on the state of GPP and SPP in German public administrations, including discussion on how best practices and positive experiences can be transferred to other authorities and countries.

#### Challenges of sustainable public procurement in 34 developing countries, Sylvia Aguilar, CEGESTI

CEGESTI has been advocating for Central America for the last 8 years. Learn about their experiences and successes in the region and network for possible international/ transcontinental projects or initiatives.

#### Setting the agenda for fair trade procurement, 36 Wouter Boesman, City of Ghent

The City of Ghent has high ambitions to move beyond the "classic segments" of Fair Trade certified projects. Learn about a new approach for mapping stakeholder interests.



# WELCOME RECEPTION & TOURS OF GHENT WEDNESDAY 24 SEPTEMBER, 18:00

Network while enjoying wine and canapés at the Welcome Reception, then join one of three tours described below. All participants will be collected from the ICC and driven or walked to the starting point of the tour of their choice.



**Architecture and culinary tour:** A walking tour will showcase Ghent's architectural future. Renowned architects are changing the face of the city, with modern buildings taking their places among medieval towers and facades. The tour concludes with beer tasting at the celebrated Gruut Brewery, where the local speciality is brewed with spices instead of hops.



**Boat tour to the Design Museum Ghent:** Embark on an eco-friendly electric boat trip on the canals of Ghent to the exhibition 'No Design to Waste' at the Design Museum of Ghent, which presents the biggest ocean clean-up project in history. Over the past century, our oceans have become filled with tonnes of plastic. This exhibition takes a closer look at how floating barriers collect the plastic debris, and how it can be extracted efficiently.



**Historical tour:** The City's landmarks in the old town will be explored in this tour including the historic town hall, Gravensteen Castle, the canals and wharves of the Graslei and Korenlei and the medieval alleys of Patershol. The city's modern face is not neglected, as the tour will stop at the new City Hall designed by architects Robert & Daem.

# **OFFICIAL DINNER** THURSDAY 25 SEPTEMBER, 19:30 (ACADEMIESTRAAT 1, 9000 GHENT)



The City of Ghent, crowned "Veggie Capital of Europe" welcomes participants in the courtyard of the historical Augustinian monastery for the official conference dinner. This large monastery of the Order of Saint Augustine was built in 1295. To this day it is still inhabited by a small community of monks and remains a popular pilgrimage site. According to the Thursday tradition in Ghent, this evening's appetizing menu will be entirely vegetarian.

From the venue take Tram 1 or Bus 55, ask for details at the Info Desk.



# **GREENING ECOPROCURA - THE MAKING OF A SUSTAINABLE EVENT**

The organisers of EcoProcura 2014 are committed to holding a sustainable event and working with green, fair-trade and socially responsible suppliers for conference materials and services. A minimum of waste will be produced and all material will be recycled or reused, to the extent possible. In addition, seasonal, locally-sourced food will be served for the event catering and at the official vegetarian dinner. The Exhibition will use sustainable stands, see below for more information.

# Calculating the carbon footprint of EcoProcura 2014

EcoProcura 2014 is working with CO2logic to determine a series of measures to make the event more sustainable and more climate friendly. The impacts of those efforts during the event will be calculated. Participants can help reduce the impact of the conference's carbon footprint by making sustainable choices related to travel, accommodation, and more.

# Calculating water use at EcoProcura 2014

EcoProcura 2014's water footprint will be calculated by Ecolife, and will take into account both the direct water use at the venue during the event and for the water used in catering. This water footprint, established by the Water Footprint Network, is a measure for the water used to produce an ingredient over its lifecycle in the supply chain. Belgian environmental organisation Ecolife will also work closely with caterers to reduce the water foot print as much as possible in the preparation stage.

Find out more on our Sustainable Event webpage: www.ecoprocura.eu/ghent2014/sustainable-event

# **ECOPROCURA EXHIBITION**

The EcoProcura Exhibition area will serve as a key meeting and networking spot, bringing together organisations, projects and businesses which offer sustainable procurement services and expertise.

Cradle-to-cradle inspired stands will be on offer for the exhibition at EcoProcura, provided by Publiganda. Stands are designed to be re-used endlessly and are made from re-used, recycled and non-



toxic materials, maximising sustainable solutions such as FSC-certified timber, energy-efficient lighting and low-impact printing techniques. Explore the Exhibition in the main hall of the ICC throughout the conference days from 24 - 26 September.

# THE VENUE: ICC GHENT

The ICC Ghent is situated in the Citadel Park, Ghent's largest green space and an oasis of tranquility. The ICC enjoys a global reputation for excellence and constantly strives to be one of the greenest conference venues in Belgium.

Built in 1975, the ICC Ghent started making sustainable investments in 2007, starting with insulation, new techniques and technologies and cooperating with sustainable subcontractors. In 2013 and 2014 the ICC received the Green Key eco-label certification. This international quality label attests to the venue's dedication to increasing the use of sustainable methods of operation and technology, running an ecologically sound and responsible business, and reducing the use of resource and energy.

Address: ICC Ghent, Van Rysselberghedreef 2, 9000 Ghent, Belgium









# GETTING AROUND GHENT

# **Public transport**

Ghent has a comprehensive network of trams and buses that will take you to every possible destination in and around the City from early in the morning till late at night. Participants can purchase a 3-day ( $\leq 10$ ) or 1-day ( $\leq 5$ ) pass at the Info Desk. For all public transport information, visit: www.delijn.be.

# Cycling

Ghent is an extremely cycle-friendly city, it is compact with a cosy, car-free historic centre. Choose the fast, healthy, and sustainable way to get around by using a bicycle as your main mode of transportation. Bicycles will be available for participants to use, free of charge, at the venue.

These will be provided by Max Mobiel (Voskenslaan 27, +32 9 242 8040; www.max-mobiel.be).

# **OTHER IMPORTANT INFORMATION**

# **Conference** secretariat

The conference secretariat is located on level 1 of the conference venue and can be reached by telephone at +32 (0) 479/549562 in case of emergency from 22-26 September. Staff members at the secretariat will process fee payments in cash (only EUROS accepted).

# Information desk

The general information desk, located on the Ground level, can assist with questions related to tours of Ghent, Meet Your Buyer, transport and travel, hotels and restaurants, local services, general tourist information, and more.

# **Press enquiries**

For international press enquiries, please contact Sean Carroll (sean.carroll@iclei.org; +32 (0)479/ 517372). Belgian press may also contact Aline Tyvaert (aline.tyvaert@gent.be; +32 (0)473/562079) or Carina Degeest (carina.degeest@gent.be; +32(0)499/ 88374).

# Internet access

Free wireless internet access is available throughout the conference venue, look for "ICCwifi".

# WEB AND SOCIAL MEDIA

Keep up with all the latest information during the Conference:

# Live update!

For latest programme updates, speaker quotes, photographs and press releases,

keep an eye on our website! www.ecoprocura.eu/ghent2014



twitter

# Twitter

Be sure to follow our event on Twitter via our official account: http://twitter.com/#!/search/EcoProcura or

mention us with the hashtag **#EcoProcura** or

# CONTACT

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