



SYMPOSIA MANUAL

Dear Supporter,

We are happy to present you with the 10th International Conference on Nutrition and Growth (N&G 2023) Supporters' Symposium Manual.

This manual covers important information and is designed to assist you in preparing for your symposium.

We trust that you will find it helpful and suggest that you read all of the information presented. It will take you very little time now and could save you a great deal of time later.

The 10th International Conference on Nutrition and Growth (N&G 2023) will take place in London, UK from 30 March-1 April 2023 in ExCel London.

A block of rooms have been reserved for the NGC 2023 conference participants and supporters at a discounted rate. Hotel reservations can be made via the congress website. Please [click here](#).

Please do not hesitate to contact me for further information or assistance. We look forward to welcoming you in London and wish you a successful Symposium.

Kind regards,

Yulia Rijinsky
Industry Coordinator

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SECTION 1: Symposium Related Contact Information

Kenes Contacts

Congress Organizer

Kenes International
Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488
Fax: +41 22 906 9140
E-mail: ngc@kenes.com

Industry & Exhibitor Coordinator

Ms. Yulia Rijinsky
Tel: +41 22 9080488 Ext.995
E-mail: yrijinsky@kenes.com

Programme Coordinator

Ms. Netta Dafne
Tel: +41 22 9080488
E-mail: ndafne@kenes.com

Audio Visual Coordinator

For extra AV order and technical rehearsals
Mr. Mike Perchig
E-mail: nest@nest-av.com

Industry Liaison and Sales Associate

Ms. Renata Gorinstein
Tel: +41 22 908 0488 ext. 601
E-mail: rgorinstein@kenes.com

Registration Manager

Ms. Marina Rodriguez
E-mail: mrodriguez@kenes.com

Group Hotel Reservation

Ms. Anna Ivanova
Tel: +41 22 9080488 ext. 292
E-mail: aivanova@kenes.com

CONTRACTORS CONTACT

CATERING SERVICES

ExCeL London Hospitality

Tel: +44 (0) 20 7069 4123

E-mail: Elena.Roberts@excelhospitality.london

FREIGHT HANDLING & ONSITE LOGISTIC AGENT

Merkur

Ms. Irit Sofer

Tel: +49 69 747 848

E-mail: isofer@merkur-expo.com

CLEANING

ExCeL London

Tel : +44 (0)20 7069 4126

E-mail : cleaningservices@excel.london

Order Forms may be found [here](#)

FURNITURE HIRE AND SIGNAGE

Lion Exhibition Services Ltd

E-Mail: info@lionexhibitions.com

Lion Exhibition Services Ltd Catalogue may be found online via www.lionexhibitions.com

Order Forms may be found [here](#)

SECTION 2: Deadlines Table

Submission of Forms	Deadlines	Contact Person
Hotel Reservation for Staff	As soon as possible	Anna Ivanova Tel: +41 22 9080488 ext. 292 E-mail: aivanova@kenes.com
Badge Order	Thursday, 16 February 2023	Via Exhibitor's Portal https://exhibitorportal.kenes.com
Eblast	Thursday, 16 February 2023	
Symposium Programme (for approval by Scientific Committee)	Thursday, 9 February 2023	Ms. Yulia Rijinsky Email: yrijinsky@kenes.com
E Advertisement (for approval by Scientific Committee)	Thursday, 16 February 2023	
K-lead APP	Friday, 16 February 2023	Ms. Yulia Rijinsky Email: yrijinsky@kenes.com
Push Notification	Tuesday, 28 February 2023	Ms. Yulia Rijinsky Email: yrijinsky@kenes.com
Bag insert (for approval by Scientific Committee)	Tuesday, 28 February, 2023	Ms. Yulia Rijinsky Email: yrijinsky@kenes.com
Interactive Features	Thursday, February 23, 2023	Ms. Jimena Meymar Email: jmeymar@kenes.com
Delivery bags insert	Please contact Merkur Label in the end of the Manual	Ms. Irit Sofer Email: isofer@merkur-expo.com
Catering Service	Monday, March 6, 2023	Excel London Email: Elena.Roberts@excelhospitality.london
Furniture Hire, Signage	Friday, March 10, 2023 No orders will be available after that date	Lion Exhibition Services Ltd E-Mail: info@lionexhibitions.com Lion Exhibition Services Ltd Catalogue may be found online via www.lionexhibitions.com Order Forms may be found here
Shipment via Germany Warehouse	Monday, March 20, 2023	

SECTION 3: Timetables (subject to change)

Thursday, March 30, 2023				
Time	Type	Hall	Company	Session Details
10:30 - 12:00 CET		Platinum Suite Room 1&2	Abbott	TBA
16:30 - 18:00 CET		Platinum Suite Room 3	Soremartec Italia s.r.l	TBA
Friday, March 31, 2023				
08:30 - 10:00 CET		Platinum Suite Room 3	Nestlé	TBA
08:30 - 10:00 CET		Platinum Suite Room 4	Nutricia	TBA
12:15 - 13:45 CET		Platinum Suite Room 3	Wyeth Nutrition	TBA
12:15 - 13:45 CET		Platinum Suite Room 1&2	Abbott	TBA

In order to support you in the best possible way, please inform us if you plan any branding or change of set up in the hall. This information is invaluable. We recommend arriving to your Symposium approx. 15 minutes prior to the start, where a member of the Logistics Team will be available should you need any assistance.

Please coordinate directly with Ms. Yulia Rijinsky yrijinsky@kenes.com about set-up times and requirements.

An updated Scientific Timetable can be found on the N&G website by [clicking here](#).

Technical Rehearsal Onsite


We strongly recommend scheduling a technical rehearsal in the hall itself and testing the Presentations during that rehearsal. Please make arrangements directly with the Conference Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com

A technical rehearsal is offered free of charge; however additional charges may apply, depending on hall availability, rehearsal requirements and overtime of the technicians.

SECTION 4: Symposia Session Halls

For further details of each hall please refer to <https://www.excel.london/uploads/excel-london-%2B-icc-expansion---vital-stats---metric.pdf>

Hall 1- Platinum Suite Room (1&2,3,4)

Technical Details	
Hall Capacity & Layout	<i>Platinum Suite Room 1+2</i> Approx. Theater style 650 <i>Platinum Suite Room 3</i> Approx. Theater style 350 <i>Platinum Suite Room 4</i> Approx. Theater style 350
Ceiling Height	4.6
Speaker Lectern Banner dimensions	Digital lectern in Platinum Suite Room 1&2 ONLY - for branding please contact Mike nest@nest-av.com
Head Table	6ft x 2.5ft
Banner Dimensions	Sufficient seating for up to 2 persons, there will be 2 tables, dimension above apply to 1 table
	10mm Foam board or similar rigid material is recommended for branding the table.

The general stage setting includes 1 speaker lectern and 2 head tables accommodating up to 4 persons.

For alternative/additional stage setting please contact Ms. Yulia Rijinsky yrijinsky@kenes.com

Important Notes

Lunches will be served in the Exhibition area March 31st & April 1st only.
Companies are welcome to provide lunch bags during their symposium. If you chose to provide lunch – we highly recommend you publish this information on all of your advertising materials for the session. Catering can be ordered directly from the below supplier.

CATERING SERVICES

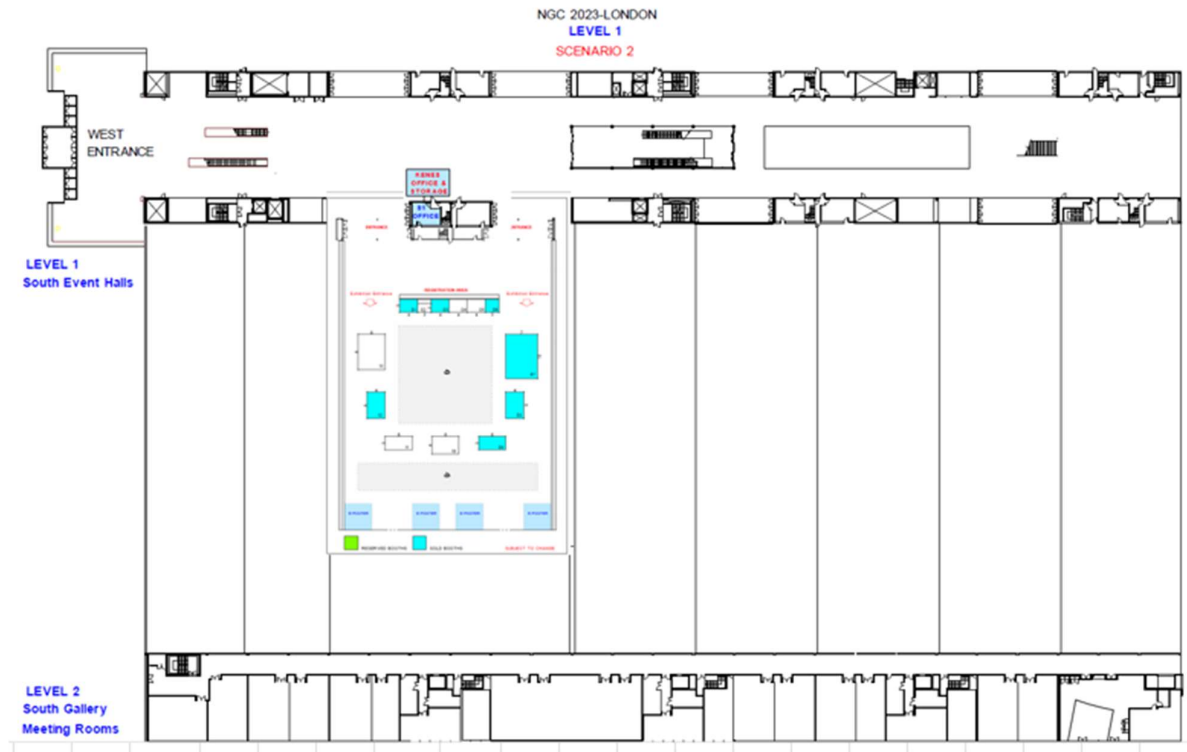
ExCeL London Hospitality

Tel: +44 (0) 20 7069 4123

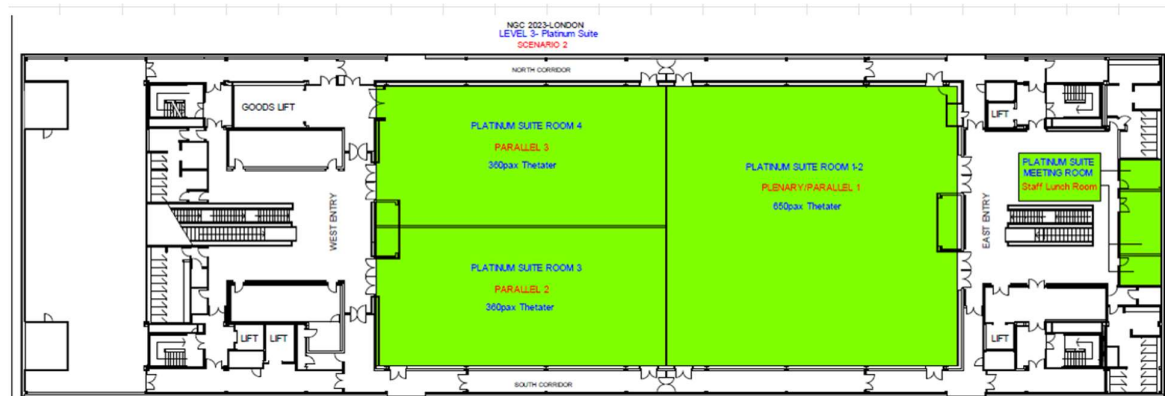
E-mail: Elena.Roberts@excelhospitality.london

Congress Floor Plan

Level 1



Level 3

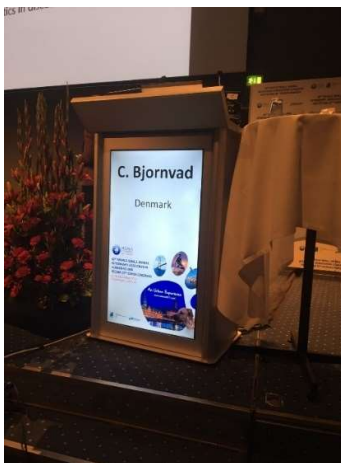


SECTION 5 Supplied AV

As of December 6th., 2022

Platinum Suite 1 & 2

- 2 x front projection screens, image of H2.7 X W4.8 meters approx. each
- 2 x Data projectors, 7500 ansi-lumens each
- Data/Video control system, including a seamless Data/Video switcher and all necessary cabling.
- Video camera, to capture the face of the speaker at the lectern for live close-circuit projection during discussions.
- 40" Confidence monitor in front of the head table, showing the same PowerPoint & Video images as projected on the main screens.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Vertical 40" Plasma screen in front of the lectern, facing the audience, projecting a PPT with the name of the speaker (see [photo below](#))*.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- P.A. (sound) system, which covers the hall and the stage, including 8 wired microphones (3 head table, 2 lectern, 3 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- Colorful Lighting on stage
- 3 x AV technicians to operate the above-mentioned systems.



For demonstration only (taken in other Venue)

For Sponsors' Symposia being held in the Platinum Suite 1&2, the company "virtual" banners in front of the lectern will be projected.

Please contact the Audio-Visual Coordinator, Mr. Mike Perchig (e-mail: nest@nest-av.com), in order to design the images according to the required resolution.

The "virtual" banner can include the title of the Symposium and the name and logo of the Sponsor.

Platinum Suite 3 and Platinum Suite 4, – in each

- Front projection screens, image of H2 X W3.6 meters approx.
- Data projectors, 5500 ansi-lumens
- 42" Confidence monitor in front of the head table, showing the same PowerPoint image as being projected on the main front projection screen.
- Laptop computer for PowerPoint presentations, including English version of Windows and Office, USB port, sound card – located at the lectern and networked to the Speakers' Ready Room.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- P.A. (sound) system, which covers the hall and the stage, including 5 wired microphones (2 head table, 1 lectern, 2 Questions & Answers) with stands (floor/table), 1 wireless headset microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- AV technician to operate the above-mentioned systems

Presentations Upload Onsite

If you are using a PowerPoint presentation (or any other PC-based application), please note that you have to deliver it on a USB Memory stick to one of the technicians in the Speakers' Ready Room as soon as you arrive at the Venue in the morning – and at least 2 hours before the start of the session.

Please note that only conference computers are used in the session halls. These are supplied with Office 2019 (at least) and the native ratio of the projection on the screens in the halls is 16:9.

If you include video clips in your PowerPoint presentation, be sure to test it with the technician in the Speakers' Ready Room at least 2 hours before the start of the session or as soon as you arrive at the venue in the morning. Please make sure to check it with the technician in the session hall where your lecture is taking place, during a coffee or lunch break prior to your session, at least 30 minutes before the start of the session – even after checking it in the Speakers' Ready Room.

IMPORTANT NOTE FOR MACINTOSH USERS

To use MAC presentations on the PC compatible conference computer, please note that you need to prepare it according to the instructions below, before taking it to the speaker room:

- Convert it to PowerPoint or PDF. Use a common font, such as Arial, Times New Roman, Verdana etc. (Special characters might be changed to a default font on a PowerPoint-based PC).
- Insert the images as JPG files (and not TIF, PNG or PICT – these images will not be visible on a PowerPoint based PC).

As previously mentioned, we strongly recommend scheduling a technical rehearsal and testing the Presentations during the rehearsal. Please plan directly with the Conference Audio Visual Coordinator, Mike Perchig at: nest@nest-av.com

SECTION 6: Symposium Promotion

Session Agenda

The final session agenda should include the following information:

- Session Title (up to 110 characters including spaces)
- Session Description (up to 200 words, you can also include hyperlinks inside of it)
- Speaker Presentations Titles
- Timing - duration of each speaker presentation and full timing of the agenda
- Speaker/Moderator Full Name
- Speaker/ Moderator Country
- Speaker/ Moderator E-mail
- Speaker/ Moderator Affiliation
- Speaker/ Moderator Bio and Photo (please see specs below)

Please see below specs for Speaker Bio and Photo.

- Speaker Bio – up to 200 words.
- Speaker Photo – 180x240 px, JPG Format

Please provide the above requested information as soon as possible and no later than **Thursday, 9 February 2023** via email to yriinsky@kenes.com

E Advertising

Mobile App Advert (Carousel Image)

For Supporters sponsoring the App please submit:

Deadline: Thursday, 16 February 2023

File format: PNG or JPG (**up to 800kb**)

Size: **780px x 1688px**

We recommend avoiding using small text, so the advert could be readable when displayed on a mobile screen.

Push Notification

Push notification will be sent to all participants onsite **through the mobile app**, during breaks in order not to disturb the participants who are inside the halls.

Please submit the text via the Exhibitors Portal as per below:

- Title - Max 40 characters including spaces
- Body - Max 140 characters including spaces
- Preferred date and exact local time

The final schedule will be determined closer to the congress, considering other push notifications.

Deadline: Tuesday, 28 February 2023

Important notes:

- Please make sure to indicate company name either on the title or in the message body.
- Please specify your preferred date and time (local time) when submitting the text.

We will do our best to accommodate this request. The final schedule of the push will be determined closer to the event, considering the overall push notifications schedule of the event.

- Push notifications will be sent out during official breaks only in order not to disturb the participants who are inside session halls when sessions are taking place.

The updated programme timetable including list of breaks can be found on the event website under “Scientific Programme” page.

- Kindly note:

**Push Notifications are sent only to participants who download the app and accept to receive notifications.

**Push notifications look different across various browsers, device types, and operating systems.

Exclusive Mailshot

Please find the specs via the following [link](#)

Deadline: Thursday, 16 February 2023

Important notes:

- In case the webmail is promoting a sponsored session, please include the following disclaimer:
This session is not included in main event CME/CPD credits
- It is not allowed to use the society logo. The event's banner will be added to the webmail's header by Kenes.
- The "From" field will be "[EVENT ACRONYM] Supporters".
- The exact launch date will be determined by Kenes in due course. The E-mail Blast will be sent out to the preregistered delegates who have agreed to receive promotional material from supporters.
- Content received after the deadline may be processed for an additional fee of EUR 500.

Symposium Invitation Bag Inserts

Should you be entitled to a bag insert per your contract, please follow the below procedure should you wish to promote your symposium activities.

- Please email the invitation draft (including graphic design) prior to printing for approval to Yulia Rijinsky at: yrijinsky@kenes.com no later than **Tuesday, 28 February 2023**
- There is no size restriction for the invitation; however, we recommend that the invitation does not exceed standard A4 dimensions.
- A quantity of **1200** inserts is requested.
- When promoting a sponsored session, please include the following disclaimer: "*This session is not included in main event CME/CPD credit*".

To assure the safe and timely arrival of your inserts and inclusion in the conference bag production line, please follow the instructions for Insert shipping included in **SECTION 10: Shipping Instructions** of this Manual.

Please coordinate your bag inserts delivery with Merkur, UK regulations are very strict therefore please update and advise Merkur!

Important Notes Regarding Shipping of Bag Inserts:

- **Inserts that do not arrive to the venue by 09:00 on March 29, 2023 will not be included in the conference bag.**

Please contact Merkur for the appropriate label!

- To assure the safe and timely arrival of your inserts, please follow the instructions for Insert shipping included in Section 9: Shipping Instructions of this Manual.
- Merkur is the official shipping agent for the N&G 2023 Conference. We strongly recommend sending the Inserts via Merkur warehouse (additional fees will incur). Further details can be found in the in the Shipping Instructions.
- Packages should be labeled with the supporting company name, name of the responsible person (who will be onsite), and the name and date of the conference. Please also make sure to state 'Bag Inserts' on all packages. Please approach Merkur to receive the relevant label.
- Any deliveries made directly to the venue without going through the official conference shipping agent (Merkur), will be at the supporter's own risk. If they do not arrive on time or are mislaid, the Conference organizers and official Conference shipping agent will not take any responsibility.
- Supporters who choose to use their own services to deliver their goods to the venue door or warehouse are still required to contact Merkur in order to coordinate the time schedule for unloading of goods to the venue.

Hermes-Exhibition and Projects, Ltd. is the Official Freight Forwarder agent for N&G 2023. To ensure the smooth unloading and arrival of your material into the venue, we recommend using the Official Freight Forwarder services. Supporters who choose to use their own services to deliver their goods to the venue door or warehouse are still required to contact Hermes in order to coordinate the time schedule for unloading of freight into the venue.

Please note:

- Any deliveries made directly to the venue without going through the official congress shipping agent, will be at the supporters own risk. If they do not arrive on time or are mislaid, the congress organizers and official congress shipping agent will not take any responsibility.
- For additional shipping / delivery options direct to the venue, please refer to **SECTION 8: Shipping, Tariffs, Material Handling and Shipping Labels.**

Symposium Signage

Symposium supporters have the option to create promotional signage according to the below guidelines. All symposium signage should be produced by the company. The following signs may be displayed (and provided by the Supporter):

1. Session Hall Signage

- Self-Standing Sign (optional)
- 1 x stand-alone sign to be placed at the entrance of the session hall approx. 30 minutes prior to the sessions published start time.
- **Stage Banners (optional)**
 - 1 x free standing vertical sign to be placed on/next to the stage. Maximum dimensions: W150cm x H250cm
 - 1 x horizontal sign placed in front the head table facing audience. (For dimensions, see **SECTION 4: Symposium Session Halls**).
 - 1 x Banner in front of the speakers' lectern facing the audience. (For dimensions see **SECTION 4: Symposium Session Halls**).

2. Free standing signage

The Supporter is permitted to place one sign (W50cm X H70cm or W85cm X H200cm) advertising the Symposium on the day of the session only. The sign may be placed in the **exhibition area**. Please coordinate with the On-site Manager. Please make sure to bring your own easels if necessary.

3. Digital Lectern in Platinum Suite 1&2

For branding, please contact Mike nest@nest-av.com

SECTION 7: Miscellaneous Information

Presentation upload

Please approach the Onsite Speakers' Ready Room **at least 2 hours before your session** in order to upload the slides.

We strongly recommend visiting [Instructions for Oral Presenters](#) page to prepare your slides accordingly.

- Please note that Presenter mode will not be available during your presentation. Please print your notes in advance or come to the Speaker ready stations and we will print them for you.
- If your session is recorded (webcasting or live streaming), please note you must use the conference computers.
- You may use your own computer for the presentation. In this case we still cannot support Presenter mode. Please bring your computer to the session hall where your lecture is taking place during a coffee or lunch break prior to your session, and at least 1 hour before the start of the session.

Onsite Speakers' Ready Room Hours will be published on the Instructions for Oral Presenters page.

Catering

The catering in the venue is exclusive and needs to be requested in advance. Deadline - **Friday, March 10, 2023.**

Sponsors who wish to order food and beverages for their symposium, meeting/hospitality room are welcome to do so directly with the venue caterer. If you choose to provide lunch – we strongly recommend that you publish this information on all your advertising materials for the session. Catering may be ordered only inside the Halls. Catering can be ordered directly from- ExCel London Hospitality via Elena.Roberts@excelhospitality.london

Please advise Ms. Yulia Rijinsky yriijinsky@kenes.com in advance if you will be providing lunch to participants during your symposium.

Coffee Breaks and refreshments

For your information, refreshments (included in the registration fee) will be served in the Exhibition area during official coffee breaks. March 31st & April 1st only, no lunch on March 30th.

Meeting / Hospitality Rooms

Sponsors interested in hiring a meeting or hospitality room during N&G 2023, should please contact Renata Gorinstein rgorinstein@kenes.com
Rooms are available on a first come first served basis.

Local Hostesses' Companies

Moore People

E mail: Bettina@moorepeople.co.uk

SECTION 8: Innovative Products for Industry Symposia Onsite

Maximize your Participant Experience - Use our innovative technologies for your Symposium

Kenes is proud to deliver a wide variety of quality onsite technology products and services. We offer:

- **Voting, Evaluations**, and more products designed for increasing participant's interaction during symposium sessions.
- **Translation services in any language:** We can provide the traditional solution with local interpreters and hiring headphone receivers. Alternatively, we offer *app translation* with remote interpreters. In this case the participants stream the translation through an app on their smartphones.

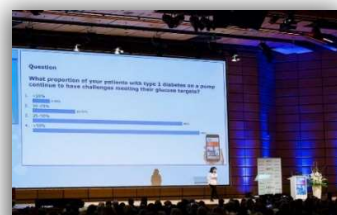
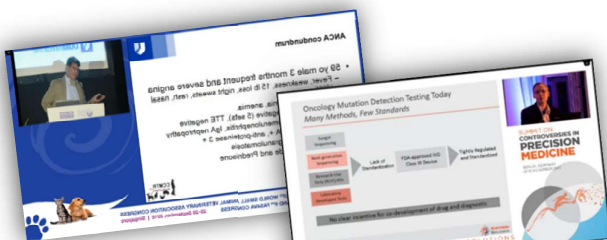
We also provide tailor made customized solutions – [contact us](#) to make it happen!
For more onsite products opportunities and price quotes - [Click Here](#)

PLEASE NOTE: All product solutions are offered exclusively by Kenes Group

Please contact us to discuss your needs and our relevant solutions

Please submit your order by **Thursday, February 23, 2023**

Orders received after the deadline will incur rush fees.





SECTION 9: K-Lead Application

Lead Retrieval systems are a helpful tool for receiving participants' contact information when they visit your booth. The information obtained by lead retrieval system enables Exhibitors to enhance their database by securing valuable leads for further marketing and communication. We are pleased to offer you the "K-Lead" Application. Exhibitors can download the "K-Lead" app onto *their own* smart phone or tablet and transform their device into an instant, easy lead retrieval system and capture participants' full contact information with a quick scan of their badge.

K-Lead Application (no device is included).

The Application should be installed on your company/personal device.

The advantages of the new application:

- Effortless process using registration badge barcode.
- Allows to immediately view the leads information.
- Ability to insert exhibitor's comments for each lead.
- Application is available for download from Apple store or Google play: "K-Lead App".
- Cost per unit – **EUR 600** (excluding 4% credit card charges fees, excluding VAT if applicable)

The Application should be installed on your company/personal device (tablet/smart phone). Operational information will be sent in due course.

To order "K-Lead" Application, please access the Exhibitor's Portal <https://exhibitorportal.kenes.com>

Deadline: Tuesday, 28 February

Onsite rate of **EUR 750** will be applied for orders received after above deadline.

Please Note:

- **Device is not included. The Application should be installed on your company/personal device (tablet/smart phone).**

- In accordance with the **general data protection regulation** (GDPR), Kenes Group has updated its privacy policy. You can view our updated privacy notice [here](#).

Kenes will not share delegate's personal data with third parties without their consent.

Please note that similarly to sharing a business card, presenting a delegate badge for scanning at exhibition booths or industry symposia constitutes an expression of consent to share their personal details with the company that is scanning their badge so that it may contact them in the future.

- Barcodes on delegate's badges contain contact information as supplied by the delegate or the agency responsible for the registration process of the delegate. We regret that in some cases, such as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes Group nor the Organising Committee is responsible for the content of the information.

Deadline: Tuesday, 28 February 2023

SECTION 10: Shipping, Tariffs, Material Handling and Shipping labels

CUSTOMS CLEARANCE, FREIGHT & MATERIAL HANDLING

Merkur Ltd.

Ms. Irit Sofer

Mobile: +972 52 511 4982

Email: irit.sofer@merkur-expo.com

Delivery & Logistic Services

Merkur Ltd. has been appointed as the official forwarding agent and clearance agent for this Congress and offers the following services: Customs clearance, delivery to the stand, freight forwarding, manpower & trolleys for un-loading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition hall.

For security, insurance, and efficiency reasons, Merkur is the sole official agent to handle cargo inside the venue.

Kindly note that the official agent is the exclusive agent for move in and move out of the venue.

Supporters are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with the official logistics agent.

Insurance of Goods

All cargo should be insured from point of origin.

Please Note: All advanced shipments and deliveries to the Merkur warehouse, including by courier, must be coordinated with Merkur.

In order to assure receipt of sent materials, Merkur must receive the Pre-Advise form.

Please complete this form and return it to:

Ms. Irit Sofer: irit.sofer@merkur-expo.com

You will then receive confirmation of your material arrival.

N&G23 Label Bag Inserts- please contact Merkur

N&G23 Label Direct to the Venue- please contact Merkur

N&G23 Shipping-instructions London 2023

<https://nutrition-growth.kenes.com/wp-content/uploads/sites/13/2023/01/NG23-Shippig-instructions-London-2023.doc>

N&G23 Material handling and payment confirmation 2022

<https://nutrition-growth.kenes.com/wp-content/uploads/sites/13/2023/01/NG23Material-handling-and-payment-confirmation-2022-003.doc>

N&G23 Kenes tariff 2023 Dec 2022

<https://nutrition-growth.kenes.com/wp-content/uploads/sites/13/2023/01/NG23kenes-tariff-2023-Dec-2022.pdf>

N&G23 Label VIA ADVANCED WAREHOUSE

<https://nutrition-growth.kenes.com/wp-content/uploads/sites/13/2023/01/NG23-Label-VIA-ADVANCED-WAREHOUSE.pdf>