

## CHAIRMAN'S WELCOME



On behalf of the Executive Committee of the Asia Pacific Lottery Association Limited (APLA), it is my pleasure to welcome you to the Association's first Webinar.

Sadly, the coronavirus pandemic prevented us from gathering in person at our usual Seminar and Conference events in 2020. With the impact of the pandemic continuing to affect international travel, the Executive Committee decided not to hold a Seminar this year. In its place, we are hosting our first ever virtual event, the APLA Webinar.

Our theme, "Lotteries Beyond COVID", focusses on how the pandemic has impacted current workplaces and the future of the workplace, learnings from the pandemic and changes in the lotteries retail setting for customers.

This theme will drive the business program with keynote speakers addressing how the pandemic has changed our ways of working. Industry experience and learnings will be added to the program through a range of speakers from lotteries and supply partners.

I would like to extend my thanks to our gold sponsors IGT, Intralot, Scientific Game, Pollard Banknote and silver sponsor Carmanah Signs. We appreciate their ongoing commitment to APLA through these uncertain times.

We look forward to providing our members with a relevant program with learnings that will support us all as we face a post-pandemic world.



**Sue van der Merwe**

**APLA Chairman**

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# WEBINAR PROGRAM

## DAY 1

Tuesday 18 May 2021

Time: based on Singapore / HK / China / Malaysia time zone. This program is subject to change.

TIME (GMT +8)	EVENTS	SPEAKERS
10.00am - 10.10am	Opening Address	<b>APLA Chairman</b> Ms Sue van der Merwe
10.10am - 10.20am	Welcome remarks from WLA President	<b>President, World Lottery Association</b> Ms Rebecca Hargrove
10.20am - 10.40am	Workplace of the Future: How the COVID pandemic has changed businesses, the workplace and ways of working.	<b>Keynote Speaker</b> Mr Chris Matthey Boston Consulting Group Managing Director and Partner
10.40am - 10.45am	Introduction of topic	
10.45am - 11.05am	<b>Case Study:</b> COVID learnings from a lottery operator	<b>Speakers</b> 1. Lotteries and Keno, Tabcorp Mr Ben Johnson, Head of Brand Lotteries 2. Magnum Corporation Sdn Bhd Ms Beh Swan Swan, Group Chief Information Officer
11.05am - 11.10am	Introduction of Sponsors	
11.10am - 11.30am	Sponsor's presentation	1. IGT Mr Cole Chen Senior Director, APAC and Greater China 2. Intralot Mr Marios Mitromaras, Chief Executive Officer, Australia
11.30am	End of session	

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## WEBINAR PROGRAM

### DAY 2

Wednesday 19 May 2021

Time: based on Singapore / HK / China / Malaysia time zone. This program is subject to change.

TIME (GMT +8)	EVENTS	SPEAKERS
10.00am - 10.10am	Opening Address	<b>APLA Vice Chairman</b> Mr Chris Lyman
10.10am - 10.30am	Lotteries Beyond COVID: Learning from COVID and how and what it means for our future	<b>Keynote Speaker</b> Mr Jean-Luc Moner-Banet Chief Executive Officer at Loterie Romande, WLA immediate past President and Chair of the WLA Betting Integrity on Sports & Horse Racing Committee
10.30am - 10.35am	Introduction of topic	
10.35am - 10.55am	<b>Case Study:</b> New approaches and future plans post-COVID	<b>Speakers</b> 1. Lotto New Zealand Ms Annemarie Browne, Chief Marketing Officer 2. La Francaise Des Jeux Ms Lucile Goulard, International Relations Director
10.55am - 11.00am	Introduction of Sponsors	
11.00am - 11.20am	Sponsor's Presentation	1. Scientific Games Ms Katrina Bonnet, Vice President, Sales – Asia Pacific 2. Carmanah Signs Inc. Mr John Wilde, Business Development Manager
11.20am	End of session	

Gold sponsors



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# WEBINAR PROGRAM

## DAY 3

Thursday 20 May 2021

*Time: based on Singapore / HK / China / Malaysia time zone. This program is subject to change.*

TIME (GMT +8)	EVENTS	SPEAKERS
10.00am - 10.10am	Opening Address	<b>APLA Executive Director</b> Mr John Teo
10.10am - 10.30am	Responding to a new normal – Impact on customer engagement in retail	<b>Keynote Speaker</b> Ms Lynne Roiter President and CEO, Loto - Quebec
10.30am - 10.35am	Introduction of topic	
10.35am - 10.55am	<b>Case Study:</b> Improving customer experience in a pandemic	<b>Speakers</b> 1. Hong Kong Jockey Club Ms Gisela Lim, Senior Retail Manager 2. China Sports Lottery Mr Ai Yu, Director of Channel Management Department
10.55am - 11.00am	Introduction of Sponsors	
11.00am - 11.10am	Sponsor's Presentation	1. Pollard Banknote Ltd Ms Michelle Annandale, Vice President, International Sales and Marketing
11.10am	End of session	

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