# 14th DIA Conference on European Electronic Document Management (eDM)

## *A Story of Rejuvenation*

Event #13110
20–22 November 2013
Double Tree by Hilton Dublin Burlington Road , Ireland

## Programme Co-Chairs

**Dimitri Stamatiadis**
CEO, MAIA Consulting Sarl, Switzerland

**Hans van Bruggen**
Senior Regulatory Affairs Consultant, eCTDconsultancy, the Netherlands

## Programme Committee

**Andrew P. Marr**
Managing Director, Marr Consultancy Ltd, United Kingdom

**Karen Redding**
Business Development Director, Phlexglobal Ltd, United Kingdom

**Bram van den Brink**
Senior Manager PMO, EPD-IT, Established Pharmaceutical Division, Abbott Healthcare Products B.V, the Netherlands

## Continuing Education

DIA meetings and training courses are generally approved by the Commission for Professional Development (CPD) of the Swiss Association of Pharmaceutical Professionals (SwAPP) and the Swiss Society of Pharmaceutical Medicine (SGPM) and will be honoured with credits for pharmaceutical medicine. All participants are eligible for these credits and certificates are available.

### Pre-Conference Tutorials
Wednesday, 20 November 2013
09:00-17:00

**Tutorial 1:**
IDENTIFICATION OF MEDICINAL PRODUCTS (IDMP)

**Tutorial 2:**
ELECTRONIC TRIAL MASTER FILE (eTMF) – MOVING FROM IMPLEMENTATION TO PROJECT EXCELLENCE

## Overview

During the middle ages alchemists were looking for the Philosopher's Stone. As it was believed, the mythical substance could not only turn lead into gold, but also prolong life and restore youth. Although the goal was never achieved, alchemy paved the way to scientific methods and so to the medical advances of today. This has transformed our lives in more than one way.

The soar of computer use and the introduction of digital technologies has affected virtually every aspect of daily life in the last decades of the 20th century. One could think that the bulk of the digital revolution was over. Was computer science getting old? Surprisingly, as the 21st century advances, we are witnessing an even greater acceleration of technology with tablets, social media communication, the cloud and an unprecedented computing power at hand. Enabling technologies, including changing taxonomy are undergoing what humans always dreamed of for themselves: A second youth, a rejuvenation.

Join us at DIA's 14th European eDM Conference to find out about the latest trends in document management, content and information management, electronic submissions and a lot more ... and witness the rejuvenation of eDM.

## Who Will Attend

- Academic researchers
- Agency representatives (e.g. inspectors and reviewers)
- Clinical operations representatives
- CMC regulatory compliance specialists
- CROs, CMOs and service providers
- Document and records managers
- IT and support personnel
- Knowledge/IP professionals
- Labelling specialists
- Medical and technical writers
- Pharmacovigilance professionals
- Quality assurance and compliance professionals
- Regulatory affairs/operations representatives
- Standards implementation specialists and associates
- Validation professionals

## Exhibition Opportunities Available!

Last year's eDM conference attracted delegates from 20 countries. Showcase your product or service to a truly global audience of qualified professionals, from entry level to expert, in the pharmaceutical, biotechnology, devices and related healthcare industries, government, academia and healthcare delivery.

**For more information on exhibiting space and facilities, please contact Roxann Schumacher at DIA Europe on +41 61 225 51 38 or email: Roxann.Schumacher@diaeurope.org**

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# PRE-CONFERENCE FULL DAY TUTORIALS ON WEDNESDAY, 20 NOVEMBER 2013

**08:30 ARRIVAL & REGISTRATION**

**Tutorial 1 | 09:00–17:00**

## IDENTIFICATION OF MEDICINAL PRODUCTS (IDMP)

Tutorial Co-Instructors:
**Michiel Stam,** Regulatory Operations Manager, Qdossier, the Netherlands
**Wim Cypers,** Vice President SPU, ArisGlobal, Belgium

Many national and international groups are developing standards for controlled vocabularies to identify medicinal products, substances and medical devices, including IDMP. Applying these standards to obtain a consistent and transparent medicinal product database internally will be a laborious and challenging task. Having experienced the difficulties with XEVMPD showed the need for companies to get ready for ISO IDMP well in advance of the implementation date. This tutorial provides attendees with a business case of establishing a controlled vocabulary, to be used as single source of truth in the various stages of a product lifecycle. This vocabulary will support all relevant disciplines and all types of exchange of information concerning the product's quality, safety and efficacy. As a bonus the company will be ready to comply with ISO IDMP.

**Learning Objectives**
At the conclusion of this tutorial, attendees will be able to:

- Familiarise themselves with the objectives of ISO IDMP in particular and controlled PI vocabularies in general
- Inventory national and international drug dictionaries and standards
- Develop metadata definitions, granularity, unique identification and data relationships
- Define master data ownership and process to build a reliable vocabulary
- Prepare for ISO IDMP
- Establish your company-specific controlled vocabulary

**Target Audience**
Professionals involved in the following areas:

RA-CMC, Pharmacovigilance, Regulatory Information Managers, RA labelling, QPPVs and QP CMC, Regulatory IT, Manufacturing professionals, SAP Solution Managers, Pharmaceutical development professionals, Medical device managers, Regulatory operations, CROs, Clinical development, Software developers

**Tutorial 2 | 09:00–17:00**

## ELECTRONIC TRIAL MASTER FILES (ETMFS) - MOVING FROM IMPLEMENTATION TO PROJECT EXCELLENCE

Tutorial Co-Instructors:
**Eldin Rammell,** Managing Director, Rammell Consulting, UK
**Karen Redding,** Business Development Director, Phlexglobal, UK

Technology solutions for managing electronic Trial Master File (eTMF) documents are now established in many sponsor and contract research organisations. However, organisations experience many challenges as they begin to implement solutions, sometimes several years later! This tutorial will provide attendees with an opportunity to discuss some of the more challenging aspects of eTMF implementation. Through instructor-facilitated discussions, guidance will be provided in a wide range of relevant topics.

**Learning Objectives**
At the conclusion of this tutorial, attendees will be able to:

- Assess the effectiveness of their eTMF solution(s)
- Propose enhancements to existing technology solutions for TMF management
- Design more effective and efficient business processes for TMF management
- Plan for long-term preservation of eTMF content
- Avoid common eTMF implementation issues

**Target Audience**
Professionals involved in the following areas:

Clinical records managers/archivists, eTMF Project Managers (IT & Business), TMF stakeholders

**10:30 - 11:00 COFFEE BREAK**
**12:30 - 14:00 LUNCH BREAK**
**15:30 - 16:00 COFFEE BREAK**

# THURSDAY | 21 NOVEMBER 2013

**START OF CONFERENCE**

**08:00 REGISTRATION AND WELCOME COFFEE**

**09:00 TRACKS 1 & 2 | SESSION 1**

## WELCOME AND INTRODUCTION

**Dimitri Stamatiadis,** CEO, MAIA Consulting Sarl, Switzerland
**Hans van Bruggen,** Senior Regulatory Affairs Consultant, eCTDconsultancy, the Netherlands

Rejuvenation is about change, renewal, reinventing. Changing our way of working with each other, among industrial competitors, sponsors and regulators, developers and investigators. Renewing the way we use technology, old and new, to unleash our intellectual potential. Reinventing the way we struggle to bring medicines to patients, relief to suffering and ultimately accomplishment for our own selves.

**Keynote**
**Technology- Regulatory Friend or Foe?**
Suzanne McDonald, Director-IT and Change Management, Irish Medicines Board (IMB), Ireland

**The Activities and Vision of TransCelerate**
David A. Evans, Managing Director, Accenture Life Science, USA

**10:30 COFFEE BREAK IN THE EXHIBITION AREA**

**11:00 TRACK 1 | SESSION 2**

## ELECTRONIC TRIAL MASTER FILE (eTMF) INSPECTION

Session Chair:
**Bram van den Brink,** Senior Manager PMO, EPD-IT, Established Pharmaceutical Division, Abbott Healthcare Products B.V, the Netherlands

Regulatory Inspections are viewed as the greatest challenge of any eTMF process and system. The MHRA and EMA have clearly stated their requirements from an eTMF system, especially regarding:
• need for direct access
• minimal training
• chain of custody
• effective organisation and structure
• timelines for submission
• single source
• minimising signatures
• validated process

This session will focus on case studies and real experiences with Regulatory Inspections and eTMFs

**Considerations for Providing DIRECT Access to the eTMF for Health Authority Inspections**
Lisa Mulcahy, TMF Document Management Consultant, Mulcahy Consulting LLC, USA

**Managing an eTMF for Inspection Readiness**
Martin Thorley, Associate Director – Information and Records Manager, Pfizer Ltd., UK

**What to Expect During an MHRA eTMF Inspection – experience, challenges and best practices based on a recent inspection**
Wendy Trimboli, Senior Manager, Document Process Management, Quality Control and Training Processes, Standards & Reporting, Global Regulatory Affairs, Eisai Product Creation Systems (EPCS), USA

**12:30 LUNCH IN THE EXHIBITION AREA**

**14:00 TRACK 1 | SESSION 3**

## ELECTRONIC TRIAL MASTER FILE (eTMF) LEVERAGING

Session Chair:
**Karen Redding,** Business Development Director, Phlexglobal Ltd, UK

A TMF is not just a collection of documents, it is a powerful knowledge base – within a study or across a portfolio of studies. If properly managed and harnessed, the TMF can be of strategic use in terms of lessons learned and historical activities and can provide a basis for future decision making. On a study basis, using design parameters, milestones and events can be used to understand how complete a TMF is. Clinical data warehousing can also be leveraged to create a more holistic eTMF. This session will investigate the business intelligence that can be gained from a TMF, and specifically an eTMF.

**Empowering eTMF for the 21st Century**
Paul Fenton, President and CEO, Montrium S.A., Luxembourg

**TMF as a Knowledge Management Catalyst**
Keith Davis, Director R&D Records Management, Biogen Idec, USA
Paul Fenton, President and CEO, Montrium S.A., Luxembourg
Lisa Mulcahy, TMF Document Management Consultant, Mulcahy Consulting LLC, USA
Rohin Rajan, Principal, Deloitte Consulting, USA
Michael Sauter, Senior Director, Regulatory Operations and Records Management, Biogen Idec, USA
Martin Thorley, Associate Director – Information and Records Manager, Pfizer Ltd, UK

**PANEL DISCUSSION**

**15:30 COFFEE BREAK IN THE EXHIBITION AREA**

**16:00 TRACK 1 | SESSION 4**

## RETAINING SITE DOCUMENTS- TO SAVE OR NOT TO SAVE

Session Chair:
**Betsy Fallen,** Director, Global Clinical Trial Operations, Merck & Co. Inc., UK

As the pharmaceutical industry moves to a primarily digital environment, most clinical sites are left with file cabinets, boxes and perhaps rooms of paper generated for past trials. It is understood that the documents are controlled by the site, but who owns the retention decision and financially supports it has long been a question with different interpretations. The decision to retain the paper can have both a regulatory and legal ingredients with a perhaps dash of reluctance added for interest. We will present a case study from one sponsor company who has adopted a global process to provide answers to the sites burdened with paper as part of the overall look at site based documentation.

**Essential Documents at the Clinical Site: Please retain until we say STOP**
Betsy Fallen, Director, Global Clinical Trial Operations, Merck & Co. Inc., UK

**Site View of SDR**
Lisa Mulcahy, TMF Document Management Consultant, Mulcahy Consulting LLC, USA
Ashley Smith, Project Manager, Life Sciences Solutions, TransPerfect, USA

**11:00 TRACK 2 | SESSION 2**

## eINFRASTRUCTURE FOR TESTING, INTERGRATION AND CONFIGURATION OF SOFTWARE (ETICS)

Session Chair:
**Harv W. Martens,** President, ING America, Inc., USA

After 11 years in the public domain, the eCTD standard:
• Is more stable
• Is better understood by industry, regulators and vendors
• Is more widely implemented in ICH and non-ICH countries
• Has mature tools available

However, anyone who has tried to migrate submissions from one eCTD publishing tool to another, or has submitted eCTDs to multiple regulatory agencies, will likely agree that issues of compliance and interoperability between tools remain.

The ETICS study, now in its third iteration and a special project of the IRISS Forum, was designed to explore these issues and to guide vendors toward a better understanding of ICH and agency requirements as well as demonstrate how their tools interoperate with competitors' tools. This session will review the findings of ETICS III in the US, EU and Canada.

**Speakers:**
Bryan Ennis, Director R&D Customer Success, Veeva, USA
Ted Hanebach, Director, Regulatory Operations, Optum, Canada
John-Paul Smith, Regulatory Operations, Global Regulatory Affairs Europe, Astellas, the Netherlands

**14:00 TRACK 2 | SESSION 3**

## INTEGRATION, CONSOLIDATION AND INTERFACING

Session Chair:
**Dimitri Stamatiadis,** CEO, MAIA Consulting Sarl, Switzerland

Join this session to learn how integration of different technologies can multiply their value. Rejuvenation may be achieved by mixing ingredients wisely.

**Clinical Architecture: Innovations in trial processes and systems**
Christopher McSpiritt, Principal Consultant, Clinical and Regulatory Optimization Paragon Solutions, USA

**Smarter Information Management**
Michael Rosenblatt, Global Head, Regulatory Technology Solutions, Genentech, USA

**eCTD 4.0 and Its Impact on the Submission Standard Process**
Gerhard Neurauter, Director Regulatory Compliance Center, Extedo GmbH, Germany

**15:30 COFFEE BREAK IN THE EXHIBITION AREA**

**16:00 TRACK 2 | SESSION 4**

## eSUBMISSION

Session Chair:
**Hans van Bruggen,** Senior Regulatory Affairs Consultant, eCTDconsultancy, the Netherlands

**RPS/eCTD v4.0 topic**
Joerg Schnitzler, Head of Regulatory Operations, Boehringer Ingelheim Pharma GmbH & Co. KG, Germany

**A Decade of eCTD- time to rejuvenate**
Michiel Stam, Regulatory Operations Manager, Qdossier B.V., the Netherlands

**Swissmedic Update**
Janine Weix, Scientific Administrator, Swissmedic, Switzerland

**EU Update**
Speaker invited

**17:30 DRINKS RECEPTION IN THE EXHIBITION AREA**

**18:30 END OF DAY ONE**

## Hotel Information

DIA Europe has blocked a limited number of rooms at the:
**Double Tree by Hilton Dublin Burlington Road**
Upper Leeson Street, Dublin 4, Ireland
Tel: +353 (0)1 618 5600 | Fax: +353 (0)1 6185693

at the rate of EUR 105.00 per room inclusive of breakfast and VAT.

In order to book your accommodation, we kindly ask you to use the hotel booking form on the DIA website at www.diahome.org/euEDM2013.

07:30 WELCOME COFFEE IN THE EXHIBITION AREA

08:00 TRACKS 1 & 2 | SESSION 5

THE CLOUD
Session Chair:
**Paul Fenton,** President and CEO, Montrium S.A., Luxembourg

Cloud computing has been around for many years and the use of cloud-based solutions in professional environments has recently reached unprecedented dimensions. However, regulated industries such as pharma and biotech have been hesitant to adopt the cloud in spite of its obvious advantages both in terms of functionality and cost. Validation has been a concern as it is pushed even further away from companies' direct control and the use of cloud-based solutions to collaborate and ultimately to submit registration dossiers for new drugs needs to be understood and mastered by the relevant experts. Join this session to hear about the genuine rejuvenation of our ways of working: The Cloud

**GAMP 5**
Keith Williams, Found and Chief Executive Officer, GXPi, UK
Stephen Long, Computer Systems Compliance and Quality, GXPi, UK

**Around the World in Many Ways: Managing local affiliates**
Kate Wilber, Director Product Management, Veeva Systems Europe
Additional presenter invited

**Compliant Cloud-based eCTD Management – Risk or chance?**
Rainer Schwarz, Founder and CEO, Cunesoft GmbH, Germany

09:30 COFFEE BREAK IN THE EXHIBITION AREA

10:00 TRACK 1 | SESSION 6

eHEALTH
Session Chair:
**Erik Vollebregt,** Partner, Axon Lawyers, the Netherlands

Electronic document management for the purpose of provision of eHealth and mHealth services is becoming more and more important for companies in the healthcare sector. While the possibilities seem endless, companies often overlook the current and near-future regulatory controls on the collection, processing, anonymising, repurposing and export of personal health data. This session will discuss how to implement compliant eHealth and mHealth strategies in the EU and how to plan for the current EU regulatory development in regulation of personal health data.

**Developments in EU Regulatory Requirements Regarding Personal Health Data**
Erik Vollebregt, Partner, Axon Lawyers, the Netherlands

**Knowledge Generation, Maintenance and Sharing Between Electronic Health Records across Health Sectors and Care Settings**
Janni Lerche Andersen, Industry Expert, NNIT, Denmarkk

**Additional Speaker invited**

11:30 LUNCH IN THE EXHIBITION AREA

13:00 TRACK 1 | SESSION 7

COLLABORATION, INCLUDING CROs AND OTHER THIRD PARTIES
Session Chair:
**Dimitri Stamatiadis,** CEO, MAIA Consulting Sarl, Switzerland

Setting up and using today's eDM systems is not a simple task even within the borders of our own companies. Let alone when they are created, hosted and managed by someone else. Still this mode of operation holds great promises and progresses every day. So let's learn how to master collaboration and harvest great benefits.

**Validation and Implementation of Externally Owned Systems**
Laura Barrett, Publishing Manager, GlaxoSmithKline, UK

**Using a Document Collaboration Maturity Model to Enhance the Writing and Review of Medical Documents**
Dave Sheppard, Business Development Manager, PleaseTech Ltd, UK

**ICON and the eTMF: Supporting a diverse client population**
Troy Deck, Director, Wingspan Technology, Inc. UK
John Blunden, Programme Manager, ICON Clinical Research, Ireland

14:30 COFFEE BREAK IN THE EXHIBITION AREA

10:00 TRACK 2 | SESSION 6

DIGITAL PRESERVATION
Session Chair:
**Bram van den Brink,** Senior Manager PMO, EPD-IT, Established Pharmaceutical Division, Abbott Healthcare Products B.V, the Netherlands

Digital preservation is to maintain the ability to display, retrieve, and use digital information in the face of quickly changing technological and organisational infrastructures, join this session to get better understanding how to approach storage of digital information.

**Understanding Requirements for Electronic Archiving**
Eldin Rammell, Managing Director, Rammell Consulting Ltd., UK

**A Risk-based Approach to Long Term Retention and Access of Electronic Documents and Records**
Matthew Addis, Chief Technical Officer, Arkvum Ltd., UK

**Preserving Evidential Weight for Digital Documents**
Russel Joyce, Director and Prinicipal Consultant, Health Barrowcliff Consulting Ltd., UK

11:30 LUNCH IN THE EXHIBITION AREA

13:00 TRACK 2 | SESSION 7

EXTENDED EUDRAVIGILANCE MEDICINAL PRODUCT DICTIONARY (XEVMPD)/IDENTIFICATION OF MEDICINAL PRODUCTS (IDMP)
Session Chair:
**Andrew P. Marr**, Managing Director, Marr Consultancy Ltd, UK

XEVMPD has been implemented for more than one year but data validation and maintenance are yet to start. Significant quality issues exist with data already submitted. Meanwhile IDMP implementation is still scheduled for July 2016. This session will address the current status, the plans for 2014 and beyond, and the challenges that they will bring.

**Medical Product Dictionaries and Information Management Processes**
Joel Finkle, Senior Strategist, Regulatory Informatics, CSC Life Sciences, USA

**Current Status of XEVMPD and Plans for 2014**
John W. Kiser, Senior Director, Regulatory Operations, AbbVie, UK

**Managing the Transition – XEVMPD to ISO IDMP**
Fiona Maini, Senior Manager, Deloitte MCS Ltd., UK

14:30 COFFEE BREAK IN THE EXHIBITION AREA

Unless otherwise disclosed, DIA acknowledges that the statements made by speakers are their own opinion and not necessarily that of the organisation they represent, or that of DIA. Speakers and agenda are subject to change without notice. Recording of any DIA tutorial/workshop information in any type of media is prohibited without prior written consent from DIA.

15:00 TRACKS 1 & 2 | SESSION 8

MEET THE REGULATORS AND INSPECTORS
Session Co-Chairs:
**Karen Redding,** Business Development Director, Phlexglobal Ltd, UK
**Andrew P. Marr,** Managing Director, Marr Consultancy Ltd, UK

Suzanne McDonald, Director-IT and Change Management, Irish Medicines Board, Ireland
Gary M. Gensinger, Deputy Director, Office of Business Informatics, CDER, FDA, USA (remote participation)
Janine Weix, Scientific Administrator, Swissmedic, Switzerland

CLOSING OF CONFERENCE
Dimitri Stamatiadis, CEO, MAIA Consulting Sarl, Switzerland
Hans van Bruggen, Senior Regulatory Affairs Consultant, eCTDconsultancy, the Netherlands

16:00 END OF CONFERENCE

# REGISTRATION FORM

14th DIA Conference on European Electronic Document Management
20–22 November 2013 | Double Tree by Hilton Dublin Burlington Road , Ireland

www.diahome.org

**ID #13110**

## Early-bird rates available for members: Register by 9 October 2013

Join DIA now to qualify for the Early-bird member fee! The Early-bird registration form and accompanying payment must be received by the date above.
Early-bird fee applies to industry members only. *(www.diahome.org/membership)*

**€ 1'165.00** ❑

## FEES (after 9 October 2013)

| | Member | Non-Member |
|---|---|---|
| Industry | € 1'365.00 ❑ | € 1'480.00 ❑ |
| Academia/Charitable/Government/Non-profit (Full-time) | € 683.00 ❑ | € 798.00 ❑ |
| Join DIA now to qualify for the member rate | € 115.00 ❑ | |

## PRE-CONFERENCE TUTORIALS (20 NOVEMBER 2013)

I wish to attend:

| | | |
|---|---|---|
| **Tutorial 1 -** | Identification of Medicinal Products (IDMP) | € 550.00 ❑ |
| **Tutorial 2 -** | Electronic Trial Master File (eTMF) - Moving from Implementation to Project Excellence | € 550.00 ❑ |

**TOTAL AMOUNT DUE:** _____

If DIA cannot verify your membership upon receipt of registration form, you will be charged the non-member fee.

Group discount/SME rates available. Special rates for students and patient representatives on offer, subject to avaibility – please contact DIA Europe for more information.

Registration fee includes: refreshments, lunches and meeting material.

Payment is due 30 days after registration and must be paid in full by commencement of the event.

## ATTENDEE DETAILS

Please complete in block capital letters or attach the attendee's business card here.

❑ Prof ❑ Dr ❑ Ms ❑ Mr

Last Name

First Name

Company

Job Title

Address

Postal Code City

Country

Telephone

Fax

Email*

*(Required for confirmation)

DIA reserves the right to include your name and affiliation on the attendee list.

## PAYMENT METHODS

**Credit cards:** Payments by VISA, Mastercard or AMEX can be made by completing the details below. Please note that other types of credit card cannot be accepted.

❑ **Please charge my** ❑ VISA ❑ MC ❑ AMEX

Card N°

Exp. Date /

Cardholder's Name

❑ **Bank transfers:** When DIA completes your registration, an email will be sent to the address on the registration form with instructions on how to complete the bank transfer. Payments in EURO should be addressed to "Account Holder: DIA." Please include your name, company, Event ID #13110 as well as the invoice number to ensure correct allocation of your payment.

Payments must be net of all charges and bank charges must be borne by the payer. **If you have not received your confirmation within five working days, please contact DIA Europe.**

By signing below, I confirm that I agree with DIA Europe's Terms and Conditions of booking. These are available from the office or on http://www.diahome.org/EUTerms

| Date | Signature |
|---|---|
| | |

### Cancellation Policy

All cancellations must be made in writing and be received at the DIA Europe office five working days prior to the event start date. Cancellations are subject to an administrative fee:

- Industry (Member/Non-member) € 200.00
- Academia/Charitable/Government/Non-profit (Full-time) (Member/Non-member) € 100.00
- Tutorial cancellation € 50.00

If you do not cancel five working days prior to the event start date and do not attend, you will be responsible for the full registration fee. DIA Europe reserves the right to alter the venue and dates if necessary. If an event is cancelled or postponed, DIA Europe is not responsible for airfare, hotel or other costs incurred by registered attendees. Registered attendees are responsible for cancelling their own hotel and travel reservations.

### Transfer Policy

You may transfer your registration to a colleague prior to the start of the event but membership is not transferable. Substitute attendees will be responsible for the non-member fee, if applicable. Please notify the DIA Europe office of any such substitutions as soon as possible.

### Photography Policy

By attending the event, you give permission for images of you, captured during the conference through video, photo, and/or digital camera, to be used by DIA Europe in promotional materials, publications, and website and waive any and all rights including but not limited to compensation or ownership.

The DIA Europe Customer Services Team will be pleased to assist you with your registration from Monday to Friday between 08:00 and 17:00 CET.

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