



14th
WORLDWIDE
CONFERENCE
25 FEB - 1 MAR 2025
DUBAI, UAE

WELCOME TO THE 14th ANNUAL WCA WORLDWIDE CONFERENCE

Pre-Conference Information

(Very Important – Please Print This Out!)

NAME BADGES & SECURITY

NAME BADGES MUST BE WORN AT ALL TIMES! NO BADGE – NO ACCESS !!

(This policy is enforced seriously and you will NOT be given access to the function venues without a name badge)



- Name badges are required for ALL functions including the One-on-One Meetings, Cocktail Receptions, Breakout Functions, and the Awards Dinner. The venue security will not let anyone without a name badge inside.
- Delegates must pick up their name badges from the onsite registration counter. **Do not lose or misplace your name badge because replacing one takes up to 24 hrs to obtain and absolutely no one is allowed to enter the function areas without one.**
- ALL name badges must also include a registration QR code issued by the Dubai government. These will be stuck onto the name badges by WCA staff before the conference starts.
- Delegates who show up at the venue without their name badge will be asked to return to their hotel to retrieve their name badges or forego all functions until a new name badge can be issued (this can take up to 24 hrs because we need to obtain new registration QR codes from the Dubai government each time a new badge is issued. Dubai authorities can down the event if they find too many people without name badges without correct Dubai government issued QR codes inside the venue.



CONFERENCE ID

In order to facilitate quicker onsite registrations for everyone, please print out your Conference ID or and present it to us when you do your onsite registration. It will help us quicken the process for everyone. Members can also show their conference ID to staff using their WCAworld Event App.

How to print out your Conference ID:

1. Go to the conference website: <https://conferences.wcaworld.com/WCAWORLD2025/info/>
2. Move your mouse cursor towards the lower-left hand side of the webpage banner to where it says 
3. Click on Print Your Conference ID
4. Enter your One-on-One username and password
5. Click 
6. Present to WCAworld staff at the Registration Counter when you do your onsite registration.

Your conference details

Important: In order to allow us to better prepare so that delegates can reister as comfortably and efficiently as possible. WCA have strongly requested that all delegates would print below details and give us at the register desk. We thank you in advance for your corporation.



[ID#347] Mr. Douglas Archer

Conference Manager

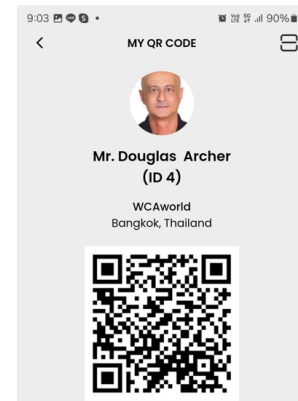
WCAworld

Miami, FL, United States of America



Conference ID using QR Code:

1. Download the WCAworld Events App from the Play Store or App Store depending on your mobile device.
2. Open the WCAworld Events App and click on “Join” for WCAworld Annual Conference.
3. Log in with your One-on-One Username and Password.
4. Click on “My QR Code” and show your ID to WCAworld onsite registration staff.



ONSITE REGISTRATION

Everyone must do an onsite registration to pick up their name badge, conference bags, and other materials. Onsite registration can be done during these times and places:

Date	Time	Venue
Monday, 24 February 2025	14:00 – 20:00	DWTC, Hall 3 Entrance (ground floor)
Tuesday, 25 February 2025	09:00 – 21:00	
Wednesday, 26 February 2025	09:00 – 22:00	
Thursday, 27 February 2025 – Saturday, 1 March 2025	09:00 – 17:00	

Note that the venue has very limited space for the registration area so we encourage members to go to DWTC earlier to do their onsite registration to avoid queuing up in long lines.

Procedure

1. Use your conference ID to pick up your name badge and Giveaway ticket (your giveaway ticket will indicate the shirt size you selected during registration)
2. Present the Giveaway ticket to staff at Organizer Office 4.2 (located at nearby Hall 4 Entrance) to receive your conference bag with giveaways and polo shirt



AIRPORT TRANSFERS

Airport transfers are NOT provided by WCAworld and are NOT included in your conference fees.

If you would like to book an airport transfer, we recommend Orient Tours, please click this link for more information
https://conferences.wcaworld.com/WCAWORLD2025/info/airport_transfers.php#otherinfo

Taxi fare from Dubai Airport to Dubai World Trade Center area varies between \$40-50. Depending on the number of luggage and people, the taxi driver may request an extra fee. Transportation time by taxi is around 20 minutes.

Dubai RTA operates a vehicle from Airport Terminal 3 Metro Station 2 to World Trade Centre Metro Station 2 every 10 minutes. Tickets cost AED 7 - 10, and the journey takes 20 minutes. Alternatively, you can take the Red Line of the Dubai Metro from the airport to the World Trade Center Metro Station.

GETTING AROUND DUBAI

A range of Dubai taxi services are available from the RTA and you can grab a cab from almost anywhere in the city, or order one by phone or via a ride-hailing app such as Careem or Uber.

The Metro has two convenient lines – Red and Green – that run from Dubai International Airport (DXB) and through the busiest areas of the city. It is the world's largest driverless train system, offering comfortable seating and affordable prices, and is fully air-conditioned. Discover more with our guide to [Dubai Metro](#).

WEATHER

Average high during February is 24°C. Average low is 14°C during the night. Average humidity ranges from 40-90%. Average rainfall is 34mm.

CONFERENCE AGENDA

Please visit [to view the full agenda](#).

<https://conferences.wcaworld.com/WCAWORLD2025/info/#agenda>

UPDATES: 3 NEW THINGS YOU NEED TO KNOW BEFORE ENTERING THE CONFERENCE

As we gear up for the conference, here are 3 key updates to help you prepare and ensure a seamless experience:

1. **Face Scans for Registration and Check-In**
Our new face scan technology will streamline entry—not just for the registration but for every session you attend. Uploading or updating your photo is mandatory to ensure quick and hassle-free access. Upload your photo today [HERE](#).
2. **One-on-One Meetings Schedules Go Digital**
Printed schedules will no longer be distributed to all delegates. Instead, you can manage your meeting schedule conveniently using the WCAworld Events App. If you still prefer a printed version, kiosks will be available onsite for you to print your schedule as needed. However, these will be in heavy use if everyone wants a printed schedule, so we strongly recommend you to use the meeting schedule in the WCAworld Events App.
3. **Revamped WCAworld Events App – More Features, New Design**
Explore the updated app for a smoother, feature-rich experience. Our redesigned app includes new tools such as interactive floor plans to guide you from point A to point B, personalized reminders to ensure you don't miss any favorite sessions, and much more. Click the button below to download or update our latest app. Learn more about our new features [HERE](#).

Note: If you experience difficulty downloading the app in your country, don't worry - you'll be able to download it at the conference venue. Our members enjoy a faster and stronger internet connection when you arrive at the conference venue with WiFi credential below.

- SSID: WCAworld2025
- WiFi Password: worldwideLP

ONE-ON-ONE MEETING SCHEDULER

PRINTED SCHEDULES ARE NOT PROVIDED.

- As part of our initiative to reduce waste, we no longer provide printed schedules to be collected each morning.
- Delegates are required to download the WCAworld Event App to view their most updated meeting schedules or self-print their own schedules at one of the printing kiosks onsite.
- Delegates can also download their schedules daily to their phones as PDF files using the WCAworld Event App. Note that you will only see table numbers for the current meeting day because table numbers are assign nightly and peoples' schedules change.
- One-on-One Meeting Schedules are updated each night between 21:00 – 23:00 hrs.

Printing Kiosk operation times:

26 Feb – 01 Mar

Hall 3 Foyer | Halls 1-6 (at Help Desks) | WCAworld booth
09:00 – 17:00 hrs.



ONE-ON-ONE MEETING FORMS

The following two forms will be available at the Registration Counter and Help Desks during the conference.

One-on-One Communication Sheet: Used for sending messages to others during the One-on-One Meetings. If you need to contact someone to cancel, postpone, or set up a meeting with someone urgently then you can fill in one of these forms and WCAworld staff will deliver them to the target delegate. However, WCAworld cannot guarantee that you will receive a response. You can also contact other delegates using the chat feature in the WCA Event App.

Show Record: Please fill in this form if a member does not show up for a prescheduled meeting appointment. Members who continuously miss their meeting appointments will be sent warnings from WCAworld management.

NO SHOW RECORD	
Your Details	
Name :	_____ ID : _____
Company :	_____
No Show Details	
Name :	_____ ID : _____
Company :	_____
Date :	_____ Meeting Time : _____
Remarks or Comments:	

One-on-One Communication Sheet	
Date _____	
<input type="checkbox"/> Cancel a meeting <input type="checkbox"/> Re-schedule	
From	To
ID# : _____	ID# : _____
Name : _____	Name : _____
Company : _____	Company : _____
Meeting Point : <input type="checkbox"/> Registration Counter <input type="checkbox"/> Help Desk 1	
<input type="checkbox"/> Help Desk 2 <input type="checkbox"/> Other : _____	
Meeting Date : _____	Meeting Time : _____
Contact Number : _____	Email Address : _____
Message : _____	

Note :	
1. One-on-One Communication Sheets are used for Communicating appointment changes with intended persons on the same day . If you would like to cancel, re-schedule, or make new appointments for the next day(s), please do this through the conference website Ten! Scheduler via your own computer, WCA app or at our business center. 2. Please note that this is one-way-communication, you might not receive feedback from the receiver. Therefore, full details provided with a business card attached are required . 3. All appointments will be designated to one of the meeting points, but we cannot guarantee the meeting confirmation from our side. 4. Please return this sheet at least 1 hour before the meeting time.	
For Staff Only	
Location of ID# _____	
Ten! Time : _____	Table No. : _____
Ten! Time : _____	Table No. : _____
Ten! Time : _____	Table No. : _____

WCA EVENTS APP

Delegates can search “WCAworld Events” in the Apps Store and Play Store, or scan one of the below QR Codes to download the new version of the WCAworldwide Events App.



Features:

- Schedule One-on-One Meeting Appointments
- View your One-on-One Meetings schedule / no need to print out the schedule yourself – (WCAworld no longer provides printed copies to be picked up each morning).
- Conduct text chats with other members at the conference venue

- View Attendee profiles
- View Conference Agenda
- View One-on-One Floor Plan / Directions to meeting table locations
- Emergency Contacts
- Latest Announcements
- Other

EVENT LOCATION

Dubai World Trade Centre,
Address: Sheikh Zayed Rd - Trade Centre - Trade Centre 2 - Dubai - United Arab Emirates
Tel: +971 4 389 3999



[Google Maps Link](#)

SPONSORS GIFT CEREMONY / BEST PARTNER AWARDS

- All sponsors (except Awards Dinner Sponsor) will be presented with their gifts on stage during the Welcome Cocktail Reception on 25 Feb, 19:00 – 21:00 hrs (DWTC, Za’abeel Hall).
- Awards Dinner Sponsor gift and Best Partner Awards will be presented during the Awards Dinner on 26 Feb, 19:00 – 21:00 hrs (DWTC, Za’abeel Hall).

Awards Dinner (26 FEBRUARY)

Dress code: Smart Casual

Non-Vegetarian delegates must choose their main course as they enter the banquet hall. Main course cards are shown below. Please choose ONE card only.

Indian-Vegetarians DO NOT pick up any cards – please proceed to one of the tables designated for Indian-Vegetarian (communal style dining).

<div data-bbox="217 569 560 762" style="text-align: center;">  <p>BEEF</p> <p><small>Place this on the table in front of your seat so that serving staff know which main course to serve to you</small></p> </div> <p style="text-align: center;">Western Set Menu (BEEF)</p> <p style="text-align: center;">Entrée Heirloom Tomato Burrata Avocado Mousseline Pomegranate Arils Balsamic Caviar (D) (V)</p> <p style="text-align: center;">Soup Thai Style Pumpkin Coconut Soup (N) (V) (Vg)</p> <p style="text-align: center;">Main Course Grass Fed Beef Tenderloin Seared Sundried Tomato Pesto Polenta Buttered Asparagus Truffle Scented Jus (G) (D) (N)</p> <p style="text-align: center;">Dessert Raffaello Cake Wild Berry Coulis Nougatine Soil (G) (D) (E) (N) (V)</p> <p style="text-align: center;">Tea & Coffee</p>	<div data-bbox="620 569 954 762" style="text-align: center;">  <p>FISH</p> <p><small>Place this on the table in front of your seat so that serving staff know which main course to serve to you</small></p> </div> <p style="text-align: center;">Western Set Menu (FISH)</p> <p style="text-align: center;">Entrée Heirloom Tomato Burrata Avocado Mousseline Pomegranate Arils Balsamic Caviar (D) (V)</p> <p style="text-align: center;">Soup Thai Style Pumpkin Coconut Soup (N) (V) (Vg)</p> <p style="text-align: center;">Main Course Baked Herb Crusted Seabass Fillet Seared Sundried Tomato Pesto Polenta Buttered Asparagus Yuzu Beurre Blanc (SF) (N) (G) (D)</p> <p style="text-align: center;">Dessert Raffaello Cake Wild Berry Coulis Nougatine Soil (G) (D) (E) (N) (V)</p> <p style="text-align: center;">Tea & Coffee</p>	<p style="text-align: center;">INDIAN-VEGETARIAN (sharing style)</p> <p style="text-align: center;">(Do NOT pick up a card – you must seat yourself at a table designated as INDIAN-VEG. Communal style dining)</p> <p style="text-align: center;">Entrée Kali Mirch Paneer Tikka (D) (N) (V) Beetroot Tikki (G) (V) Tamarind & Mint Chutney (D) (V)</p> <p style="text-align: center;">Soup Dal Shorba (V)</p> <p style="text-align: center;">Main Course Navratan Pulao (D) (N) (V) Kadahi Chole (V) (Vg) Paneer Makhani (D) (N) (V) (Jain vegetarian)</p> <p style="text-align: center;">Jackfruit (Kathal) Mutter masala (D) (N) (V) (Jain Vegetarian)</p> <p style="text-align: center;">Bharwan Aloo Methi (G) (D) (N) (M) (V)</p> <p style="text-align: center;">Side Dishes Amritsari Dal (D) (N) (V) White Pulao Rice (V)</p> <p style="text-align: center;">Bread Paratha, Naan Bread (G) (D) (V)</p> <p style="text-align: center;">Sweets Halwa (G) (D) (N) (V), Gulab Jamun (G) (D) (N) (V) Kesari Jalebi (G) (D) (N) (V) Sliced Fresh Fruits (V)</p> <p style="text-align: center;">Tea & Coffee</p>
<p style="text-align: center;"><i>(G) Contains Gluten – (D) Contains Dairy – (N) Contains Nuts – (E) Contains Eggs – (SS) Contains Sesame seeds – (SF) Contains Seafood – (M) Contains Mustard – (S) Contains Soya – (V) Vegetarian – (Vg) Vegan</i></p>		

About Indian-Vegetarian Dinner and Seating with Non-Veg Members

WCAworld understands that members dining on Indian-Vegetarian food would like to be able to sit with other non-vegetarian members. Unfortunately, the vast majority of conference venues are not capable of handling this type of service (especially for 4700 delegates dining from three different menu choices). Please be forewarned that if you wish to eat Indian-Vegetarian food then you MUST sit yourself at one of the tables designated for Indian-Vegetarian food.

Awards Dinner Program

- 19:00 – 21:00 Awards Dinner (main event)
Welcome and Banter by DJ Dee and MC Kyle Ravin
WCAworld Hall of Fame Award
Awards Dinner Sponsor Gift Presentation
Best Partner Awards
Lucky Draws (Air ticket by Air Canada, Apple MacBook Air, iPads, USD 5,000 x 2)
Fun and games with DJ Dee and MC Kyle Ravin
- 21:00 – 22:00 After Dinner Dance Party
(Live music by Salha and the Million Dollar Band – same band as last year)

BROCHURE TABLES / PLACING ITEMS ON MEETING TABLES

- Brochure tables are provided at the conference venue. You can leave your business cards, company brochures, or giveaway items at the brochure tables.

IMPORTANT RULES TO NOTE

1. DO NOT place your name cards, brochures, or giveaway items on all the one-one-one meeting tables. Any items found on meeting tables will be thrown in the trash each morning before the one-one-one meetings start and during the lunch hour.
2. NO Alcohol anywhere inside the venue. U.A.E. is a Muslim country and has strict laws regarding alcohol in public areas. Anyone caught with alcohol inside the venue may be ejected from the venue by security – venue security is very strict.
3. NO Alcohol can be taken outside the welcome cocktail reception and awards dinner venue. Alcohol must stay confined to licensed areas. So, please do not take your drinks outside the dining hall when you go outside to smoke or make a phone call, for example.
4. You must wear your NAME BADGE all the time. Venue security will not allow you to enter the functions without a name badge. If you forget your name badge in your room then you will be asked to go retrieve it.

5. If you lose your name badge then you may have to wait up to 24 hours to obtain a new one. ALL name badges require a QR registration code from the Dubai government. This QR code must be obtained offsite and can take up to 24 hrs to obtain.
6. Face scans are required to enter the main function areas, anyone refusing a face scan will be prohibited from entry.
7. Switching name badges is strictly not permitted and anyone caught doing so will be ejected from the conference and blacklisted from attending future WCA events.
8. Please DO respect everyone member at the conference. They are all there for the same reasons as you – to do business!
9. Do not leave any belongings on table-tops, exhibition booth counter tops, etc., because housekeeping will throw everything they find into the garbage each night.

EXHIBITORS SECTION

1. Access to Booths

Mon, 24 Feb 25	24 hrs	Booth construction / setup (by DWTC) - exhibitors NOT allowed inside – venue rules
Tue, 25 Feb 25	24 hrs	Booth construction / setup (by DWTC) - exhibitors NOT allowed inside – venue rules
Wed, 26 Feb 25	11:00 hrs	Booth contractor hands booths over to WCAworld for final checking
	12:00 hrs	Exhibitors allowed inside booths
In case booths are finished and handed over to WCAworld earlier on 26 February then we will allow exhibitors inside.		

2. Booth Materials

- All booth materials sent through Delight International Movers (designated ground handler for this conference) will be delivered to DWTC on 24 February.
- WCAworld staff will be responsible for moving all your booth materials to your booths before 12:00 hrs on 26 February.
- All exhibitor conference materials are kept in Organizer Room 4.2 (near Hall 4 entrance). You can inquire from WCAworld staff about your materials there.

3. Ordering Food & Beverages for Booths

- No food and beverages from outside DWTC will be allowed inside (venue regulations)
- No alcohol orders will be permitted during the one-on-one meeting times from 09:00 – 17:00 hrs daily. This is a WCAWorld policy to deal with numerous complaints from members about meeting with intoxicated members, as well as to control unwanted incidents involving intoxicated individuals. Please be warned that the UAE is a Muslim country and public drunkenness is frowned upon by the authorities and locals, and alcohol must stay in licensed areas.
- Food and Beverages for your booth must be ordered directly with DWTC through the Exhibitor Portal (<https://www.eventplus.ae/WCA>). You will need to register yourself through the same portal first. In case of difficulties registering on the portal then please contact support@eventplus.ae.

4. Ordering Additional Booth Furniture and Accessories

- DXB Live is DWTC's dedicated exhibitions services provider. They are providing all the booths and exhibitors services during this event.
- You can order and pay for any additional requirements directly with them by using the Exhibitors Portal (<https://www.eventplus.ae/WCA>).
- The Exhibitors Portal is available for all exhibitors to use from now until the end of the conference. You will be required to register at the above-mentioned website before you can start ordering.

5. You Want to Take Parts of Your Booth Home

WCAworld “rents” the booths on behalf of members. All booth parts and accessories belong to DXB Live / DWTC and must be returned to them after the event finishes. If you like parts of your booth and wish to take them home then you need to discuss the possibility with DBX Live.

6. Booth Teardown (1 March 2025)

Exhibitors do not need to tear down their booths. This will be handled by DXB Live / DWTC on the last day of the conference (1 March) starting at 18:00 hrs. Exhibitors will be responsible for removing all their own belongings before booth dismantling starts. Anything the workers find in your booth will be thrown in the trash or taken to the Lost and Found (if deemed valuable).

7. Belongings

All exhibitors are responsible for collecting their own belongings each day after the one-on-one meetings end. Brochures and other items left on the counter-tops will be thrown in the rubbish bin each night when DWTC does a quick cleaning. Please take your laptops and other valuables back each day.

(End of Exhibitors Section)

WCAWORLD CONTACTS

WCAworld representatives are available 24 hrs. For urgent assistance please contact us. We will be happy to assist you.

MANAGEMENT STAFF		
Adam Mckenna	General Manager - WCA Perishables, Time Critical and Pharma	+44 7841 516 204
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Steve Howard	Director – World Parcel Alliance	+1 954 649 8298
Victor Gomez	General Manager - Asia Pacific General Manager - WCA Relocations & WCA Vendors	+66 84 664 9631

OPERATIONS STAFF		
A	Marketing Communications Director - Asia Pacific	Local Number in Dubai TBA
Ant	International Social Media Specialist	Local Number in Dubai TBA
Douglas Archer	Conference Manager	Local Number in Dubai TBA
Fon	IT Support	Local Number in Dubai TBA
Jen	Conference Support (Booths)	Local Number in Dubai TBA
Joey Kanchanawat	Assistant Conference Manager	Local Number in Dubai TBA
Julie Ann Palugod	Office Support - Middle East / CIS Region	+971 50 104 9720
Lalita	Conference Support (Hotel)	Local Number in Dubai TBA
Meow	Conference Supervisor (Registration)	Local Number in Dubai TBA
Methawee (Jan)	International Marketing Executive	Local Number in Dubai TBA
Mooktapa	Application Developer	Local Number in Dubai TBA
Mye	Conference Support	Local Number in Dubai TBA
Nicola Hughes	Business Development Manager	Local Number in Dubai TBA
O	IT Manager	Local Number in Dubai TBA
Sarah	Dispute Operations Manager	Local Number in Dubai TBA
Yui	Manager, Partner Pay Division	Local Number in Dubai TBA