

THE EUROPEAN BASE OILS & LUBRICANTS INTERACTIVE SUMMIT 2018

28th-29th NOVEMBER 2018, FLORENCE, ITALY

The 10th Anniversary Summit will feature:

- **250+ attendees** and 15+ exhibitors
 - **Pre-Event Networking Drinks Reception** sponsored by **Lubrizol**
 - **Exclusive Site Visit - ENI Refinery - Livorno - Italy**
 - **The OEM Seminar - sponsored by Lubrizol** : OEM Challenges 2030 and Beyond – join Lubrizol for this much-awaited Original Equipment Manufacturers (OEM) seminar, where key OEM from both the commercial vehicle and passenger car business areas will provide strategic insights into how to overcome current industry challenges.
 - **Parallel Streams** dedicated to **Industrial, Automotive and Bio-Based Lubricants** allowing delegates to “lean in” and have in-depth discussions with like-minded peers.
 - **Structured networking activities**: meet & greet, blackout bingo, speed networking, carpet bowls, drinks reception, gala dinner, social lotto and business card contest.
 - **Interactive format** with on-stage interviews, panel discussions, in-conversation and lunch round tables. The summit will ensure that delegates receive content in a way that is engaging and interactive, that also allows for everyone to be part of the wider conversation.
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Sponsors:

Lubrizol

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 **GEO**
SPECIALTY CHEMICALS

ERGON



Exciting Event Format for 2018:

The OEM Seminar Sponsored by Lubrizol

The transportation industry is at an important crossroads: globalization, electrification, technology development, ongoing regulatory change & growth in emerging markets are set to change the face of the industry. Industry stakeholders are faced with an interesting dynamic as demand in mature markets is reducing, whilst emerging markets continue to show further growth. These are likely to be significantly impacted by rapidly changing events across the entire value chain – from evolving consumer preferences in cars, and the needs of fleet operators or managers, to the operation of broader distribution channels with expanding supply chains. To remain as market leaders, companies across the vehicle value chain need to assess how well they are prepared to respond to the evolving industry trends. This will allow manufacturers to capitalize on the opportunities that lie ahead. OEMs will need to ask themselves how and where these demands will evolve, as well as how their products and business models need to be adapted to these changes.

Parallel Streams

The streams give you the opportunity to hone in on your main business area. The agenda is designed specifically to provide targeted content for each area of expertise.

On-Stage Interviews

Attend live on-stage interviews with some of the industry's leading experts to hear their thoughts on latest industry developments and key challenges/opportunities ahead.

Structured Networking Opportunities

Meet & Greet

Say hello to old friends and make new contacts. This is your chance to interact with other attendees prior to formal proceedings.

Lunchtime Round Tables

Join our interactive round tables, where you will have the opportunity to network with those sharing similar interests and/or responsibilities to discuss the latest market trends and opportunities in a more informal environment.

Blackout Bingo

You will get a Blackout Bingo card which will be stamped by every Sponsor/Exhibitor you meet. Once you've filled your Blackout Bingo card you will be entered into a prize draw.

Business Card Contest

We want to see you build your network and contact list as much as possible. Therefore, we are offering a prize to whoever manages to collect the most business cards over the two days.

Carpet Bowls

Test your precision and patience with a friendly game of carpet croquet whilst networking with fellow attendees.

Speed Networking

This is your opportunity to make 10 brand new contacts before the sessions begin on Day Two.

Social Lotto

Taking place during the Pre-Event Networking Drinks Reception, Social Lotto is a fun way to network and win yourself a prize.

Align Yourself with the Great & Good in Base Oils & Lubricants

As a sponsor, we will help you forge new business relationships, share your experiences and position yourself as a go-to expert in your sector.

Showcase Your Expertise

Whether you are a market leader or a medium size player, exhibiting is a robust platform for meeting new customers, reaching out to your existing clientele, and building a more established and reliable brand. Take an exhibition stand, and be located within the busy networking area where all breaks are held, giving great exposure to your brand, product and employees. If you're bringing a new technology/product to market, this is a fantastic opportunity for you to demonstrate to your prime audience.



Welcome The Industry

Get superb brand awareness by hosting the Gala Dinner or Main Drinks Reception, providing hospitality for the entire base oil & lubricants audience. We can arrange special entertainment to make your hosted reception more memorable like musical entertainment, wine and whisky tasting or even cocktail making! Make sure your team are there to meet the key players in the industry as attendees are sure to stick around for a relaxing drinks & dinner after day 1 of the conference.

Sponsorship & Exhibition

Jenevieve Rodrigues
+44 (0) 20 3141 0636

jrodrigues@acieu.net

Increased Brand Awareness

Ensure you get your brand noticed at the industry's leading European base oils & lubricants event. As well as your logo featuring on stage sets, why not ensure you meet your clients by sponsoring the wifi or Blackout Bingo to maximise traffic to your stand.



More Sponsorship Opportunities Include:

- Speaker thank you goody bags; get your solutions and services directly to industry leaders
- Branded materials such as; laptop bags, notepads, lanyards and badges that provide top-of-mind awareness to all attendees

Align Yourself With Companies Such As:

Penthol * SEA-TANK TERMINAL ANTWERP NV * Tank Opslag Verbeke * Oiltanking Europe * Interflon BV * Inspectorate * Optima Group * ChemPoint - A Univar Company * ABB * "Noord Natie Terminals" * Sunoil Europe AS * Port Of Ghent * Van Meeuwen Lubrication BV * Petro-Canada Europe Lubricants Ltd. * Braskem Netherlands B.V * Cockett Group * Nanotech Industrial Solutions * Haltermann Carless UK Ltd. * Haltermann Carless Deutschland GmbH * INEOS Entreprises * Finke Mineralölwerk GmbH * LANXESS * "PETRONAS LUBRICANTS BELGIUM" * BfB Oil Research S.A. * Lubes'n'Greases * Kuwait Petroleum (Belgium) N.V. * Biona Jersin * Kerax Hyperdrive * Nyco * Cipelia - CANDRA * BRB International BV * SGS Belgium NV * Lubes 'n' Greases * CRC Industries * VLS-Group Germany GmbH * Wolf Oil Corporation * Galp Energia, S.A * Oil Recruitment UK Ltd * MOL Group * OK-a.m.b.a * De Oliebron BV * Avista Oil AG * Patech Fine Chemicals Co. Ltd * Houghton Deutschland GmbH * Connect Chemicals * Geo Specialty Chemicals UK Ltd * Caspian Chemicals * Lube Magazine * LEROUX & LOTZ TECHNOLOGIES * Intertek Belgium NV * LBC ANTWERPEN NV * IPAC Inc * FG Chemicals Ltd * Kluber Lubrication * Infinity Oil * SK Lubricants * Daelim Industrial Co.,Ltd. * Top Oil Services S.r.o * NNPC Retail Ltd * SIP Ltd * JVL LLLK-NAFTAN * CEPESA * AZELIS ESPANA S.A. * Chemlube SA * Cogelsa * Koole Terminal * Oleon NV * SGS United Kingdom Limited * SGS OGC - Vernolab * Paramo * Transport Mervielde N.V * PCS Instruments * Witmans Industries Ltd * Croda Europe * LCC SV Azmol-BP * LCC Agrinol * Himbalt SIA * MDD-BEL * Lubrizol Ltd * and many more

Exclusive Site Visit to eni's LIVORNO Refinery

Tuesday 27th November 2018

The afternoon prior to the conference, a limited number of conference delegates will receive a unique opportunity to join the site visit at **Eni's Livorno Refinery**

There is **no extra charge** to attend the site visit but spaces are limited and allocated to conference delegates **on a first come, first served basis**.

Data About the Eni Livorno Refinery

5200 kt/y Balanced Capacity
620 kt/y Lubricants & Specialties Production Capacity
180 ha Surface
1,55 Mm3 (330 tanks) Storage Capacity
26 k m3 (125 tanks) Blender Oil Storage Capacity
Over 100 Products
381 Direct Employees

Logistics:

2 Petroli Docks, 1 Eni Ugione Dock, 350 ships/y,
10 pipelines and 1 gas pipeline, 2 pipelines of linking with Calenzano (FI)

Production:

Fuel Cycle Main products, LPG, propane, butane
Gasoline, Jet fuel, Gasoil & Solvents (VN,BAP,Lamium)

Lubricant Cycle Main products:

Lubricants basis, Waxes, Petrolatum, Bunker fuel oil & Bitumen

Lubricant Cycle specialties:

Polymer modified bitumen, RAE, TDAE, White petrolatum

Preliminary Itinerary

13:00 - Bus Departs from conference Hotel

14:00 - Arrive at eni Livorno Plant

14:30 - Technical Tour of the Facilities

16:30 - Depart from eni Livorno Plant

17:30 - Bus Arrives at conference Hotel



Media and Association Partners:



Tuesday 27th November 2018

18:00

Pre- Summit Networking Drinks Reception,
sponsored by **Lubrizol**

NETWORKING ACTIVITY

SOCIAL LOTTO

Taking place during the drinks reception, Social Lotto is a fun way to network and win yourself a prize

DAY 1

Wednesday 28th November 2018

08:00

REGISTRATION & COFFEE

08:30

NETWORKING ACTIVITY

Meet & Greet

Say hello to old friends and make new contacts.
This is your chance to catch up with other attendees prior to formal proceedings.

09:00

Chair's Opening Remarks



Paul Kerwin
Base Oils Account Director
Multisol (a division of the Brenntag Group)

09:15

CONFERENCE SESSION

Base oils and Lubricants Market Overview

- Base oils and lubricants market outlook - future quality drivers and major changes affecting the industry
- Impact of Group I plant closures on Brightstock supply – what are the alternatives?
- Evolution of base oils & additives - moving to higher performance lubricants
- Impact of Brexit on the European base oils market
- Challenges in supply chain management
- How to deal with unprofitable unit closures across Europe



Luca Arcangeli
Senior Vice President Lubricants
Business Unit and Special Products
ENI



Sharbel Luzuriaga
Project Manager
Kline Energy

09:40

CONFERENCE PRESENTATION
Supply Chain Logistics



Mila Kozomara
Marketing Manager
Shamrock Shipping and Trading

10:15

CONFERENCE PRESENTATION

The rise of Group II base oils in Europe: how structural change is impacting prices

Changes in Group I and Group II supply, trade flows and procurement patterns

How new legislation is driving demand for premium grade base oils

What does this mean for domestic Group I supply and demand

Price outlook for the next 12 months



Catherine Caulfield
Senior Market Reporter – European
Base Oils
Argus Media

10:35

CONFERENCE PRESENTATION

Critical Convergence: Sustainability, Performance, And The Future of Base Oils & Finished Lubricants



Soenke Moehr
Director Global Sales, Marketing &
Communication
Puraglobe

11:05

MORNING REFRESHMENTS sponsored by
NETWORKING ACTIVITY **Perstorp**
Blackout Bingo

Each attendee has a Blackout Bingo Card to be stamped by every Sponsor/Exhibitor they meet. Each completed Blackout Bingo card will be entered into a prize draw.

11:50

CONFERENCE PRESENTATION

Impact of IMO Marpol Annex VI Regulation on Fuels and Lubricants Pricing



John Leavens
Director Oil Markets Midstream
And Downstream
IHS

12:30

CONFERENCE SESSION

CONFERENCE PRESENTATION

Revised EU Ecolabel for Lubricants

- Political background of the EU Ecolabel
- Practical information related to the adoption of the
- Other information of interest related to the number of current licences/type of lubricants/companies applying
- Presentation of the revised scope
- Presentation of the revised criteria



Candela Vidal-Abarca Garrido
Directorate B – Growth and
Innovation
European Commission

12:50

CONFERENCE PRESENTATION

Amendment VIII to CLP Regulation on notification of poison centers

- Product Notifications –scope & duty holders
- Submission Process / Tools : PCN vs. national Tools
- Submission requirements: types and information requirements
- Update requirements
- How to prepare and critical points



Stephan Baumgärtel
CEO
Verband Schmierstoff - Industrie e.V.



13:10

SESSION Q&A

13:30

LUNCH

NETWORKING ACTIVITY

Round Tables

- The interactive round tables are limited to 10 people. Those who share similar interests and/or responsibilities will have the opportunity to discuss the latest market trends and opportunities in a more informal environment.
- Round table topics will be based on popular demand. These will take place during the first and last 30 minutes of the lunch break (13:30-14:00 & 14:30-15:00).

PARALLEL STREAM

15:00

CONFERENCE PRESENTATION

CIS Base Oils Market Updates



Denis Varaksin
Director, Base Oils and Slack Waxes
DYM Resources

15:40

CONFERENCE PRESENTATION

Tribology and outgassing of lubricants and fluids



Amaya Igartua
Directora Unidad
TEKNIKER

16:10

AFTERNOON REFRESHMENTS

NETWORKING ACTIVITY

Carpet Bowls - Test your precision and patience with a friendly game of carpet bowls.

16:40

CONFERENCE SESSION

Bio -Based Lubricants - Are These a Sustainable Alternative?

- Performance of EALs vs conventional lubricants in the field? what is the future direction of environmental solutions?
- What are the commercial and regulatory considerations?

PARALLEL STREAM	
16:40	<ul style="list-style-type: none"> Summary of the key similarities and differences between the major Ecolabel schemes An overview of Ecolabel compliant base stocks technologies  Mike Peters Technical Support & Development Manager SIP
17:00	 Andrea Comparini R&D Quality Manager Agroils Technologies SpA
17:20	 John Eastwood Marketing Manager Croda Lubricants
17:40	 Ronan Rocle Business Development Manager GLOBAL BIOENERGIES
18:00	Session Q&A
18:20	END OF STREAM
18:15	CLOSE OF DAY ONE
18:15	PRE DINNER DRINKS
19:15	NETWORKING GALA DINNER All event attendees are invited to the Networking Dinner at no extra cost
15:00	OEMs Seminar sponsored by  OEM Market Perspective CONFERENCE PRESENTATION <ul style="list-style-type: none"> Impact of WLTP and Global emission norms on oils, lubricants and mobility industry Resurgence of high efficiency gasoline engines: No Death knell till 2035  Sanjaat Jain Tech Specialist, SVO Powertrains Jaguar Land Rover
15:25	CONFERENCE PRESENTATION FPT Industrial Natural Gas Engines <ul style="list-style-type: none"> A brief introduction of CNH Industrial and FPT Description of FPT's NG engines and technology Environmental benefits of NG engines Economic benefits of NG engines  Stefano Golini Base Engine Leader for Natural Gas Industrial Engines FPT Industrial
15:50	Audience Interaction and Q&A
16:00	AFTERNOON REFRESHMENTS NETWORKING ACTIVITY Carpet Bowls - Test your precision and patience with a friendly game of carpet
16:30	CONFERENCE PRESENTATION Using lubricants to maximise machine performance and uptime while minimising maintenance and cutting the total cost of ownership
	 Donald McCarthy Lubricants Specialist Volvo
16:55	CONFERENCE PRESENTATION  Johannes Houben Manager FEV Consulting
17:20	Audience Interaction and Q&A
17:30	Lubrizol – Seminar Wrap Up
	 Greg Huss OEM Global Director Lubrizol Corporation
	 Simon Evans Regional Manager OEM Group Lubrizol Corporation
18:00	END OF OEM SEMINAR

DAY 2

Thursday 29th November 2018

4

08:00 **REGISTRATION & COFFEE**

08:30 **NETWORKING ACTIVITY**
Speed networking

This is your opportunity to make 10 brand new contacts before the sessions begin on Day Two.

Parallel Stream A: Industrial Lubricants

09:00 **Chair's Opening Remarks**



Andrianne Philippou
Editor
Lube Magazine

09:10 **CONFERENCE PRESENTATION**



Andrzej Chodynietki
CEO/Head of Sales Division
GQOIL Innovation Europe Sp. z o.o.

09:55 **ON-STAGE INTERVIEW**
Donald McCarthy, Lubricants Specialist, Volvo Construction
Interview by **Andrianne Philippou, Editor, Lube Magazine**

10:25 **CONFERENCE PRESENTATION**
Increasing the margin by decreasing lubricant consumption



Holger Streetz
International Operations
Manager
Bathen AG

11:00 **MORNING REFRESHMENTS**
NETWORKING ACTIVITY
Business Card Contest
We are offering a prize to whoever manages to collect the most business cards over two days.

11:45 **CONFERENCE PRESENTATION**



Michel Sanchez-Rivas
PAO Market Development
Manager
INEOS Oligomers

Parallel Stream B: Automotive Lubricants

09:00 **Chair's Opening Remarks**



Paul Kerwin
Base Oils Account Director
Multisol (a division of the Brenntag Group)

09:10 **CONFERENCE PRESENTATION**
Fatty Amine Chemistry to reduce friction in Automotive Lubricants



Toby Stein
Global Technical Marketing
Manager Lubricants & Fuels
Nouryon

09:50 **CONFERENCE PRESENTATION**



Lina Cressent-Brandao
Sales and Marketing Executive
Base Oil Division
Petronas

10:20 **CONFERENCE PRESENTATION**
Motor oil, fuel economy and real driving emissions in the era of e-mobility
Zero-emission hype: the CO2 footprint of electric cars

- Hybrid powertrains: pros and cons
- Low friction powertrain development
- Engine lubricants: trends and challenges



Boris Zhmud
CTO / Head of R&D
Bizol

11:05 **MORNING REFRESHMENTS**
NETWORKING ACTIVITY
Business Card Contest
We are offering a prize to whoever manages to collect the most business cards over two days.

11:50 **CONFERENCE PRESENTATION**
Current trends of Lubricants forces also the effort of Additives R&D to find alternative solutions to "standard" products

- The strategic commitment of Eni to sustainability is also declined as energy efficiency maximization
- In the field of lubrication, Eni is looking to a holistic approach and works to make lubricants from renewable, low carbon footprint sources, enabling OEMs to introduce new and more energy saving technologies.

Parallel Stream: Industrial Lubricants

12:30

CONFERENCE PRESENTATION Rerefined Base Oils – A sustainable alternative for the formulation of industrial lubricants

- Sustainability of rerefined base oils
- Comparison of basic properties of different base oils used for the formulation of industrial lubricants
- Selected examples of formulations for different industrial lubricants and comparison of properties



Detlev Bruhnke
CTO
AVISTA OIL AG

13:15

LUNCH

NETWORKING ACTIVITY

Round Tables

- Those who share similar interests or responsibilities will have the opportunity to discuss the latest market trends and opportunities in a more informal environment.
- Round table topics will be based on popular demand and will take place at 13:45-14:15 & 14:45-15:15

14:45

CONFERENCE PRESENTATION Bio-greases for Loss lubrication systems

- New era for bio-greases
- How can a bio-grease be defined
- Applications for accidental and total loss lubrication within different segments



Johanna Larsson
R&D Lab manager & Senior
Development engineer
Axel Christiernsson

15:30

CONFERENCE PRESENTATION Advantages of Synthetic Ester Base Oils – Reasons for Growth

- Tunable Properties of Polyolesters
- Synthetic vs. Biobased Materials
- Biodegradability as key feature for EALs and EU Ecolabel



Jens Kubitschke
Application & New Business
Development Manager
OXEA

Parallel Stream: Automotive Lubricants

- The presentation will provide an overview of the Eni R&D Projects in the field of lubricant components and lubricants.



Alberto Roselli
Senior Representative R&D
Lubricants & Additives

12:20

CONFERENCE PRESENTATION CURRENT TRENDS OF LUBRICANTS DRIVE EFFORT OF ENI ADDITIVES TO FIND ALTERNATIVE SOLUTIONS TO "STANDARD" PRODUCTS

- Eni Additives is looking to add to the market new packages to formulate lubricants from renewable and sustainable sources able to satisfy the most stringent performance specifications
- The presentation will provide a detailed case study of a new package



Luca Salvi
Additives Manager
ENI

12:50

CONFERENCE PRESENTATION Effect of Evolving Mobility Patterns on the Long Term PCMO Demand Outlook



Sharbel Luzuriaga
Project Manager
Kline Energy

13:35

LUNCH NETWORKING ACTIVITY Round Tables

- Those who share similar interests or responsibilities will have the opportunity to discuss the latest market trends and opportunities in a more informal environment.
- Round table topics will be based on popular demand and will take place at 13:15-13:45 & 14:15- 14:45)

15:05

CONFERENCE PRESENTATION Practical experience in R&D and application of lubricants in light of new emissions regulations and test methods and CO2 emissions limitation



Piotr Bielaczyc
Head of Engine Research BOSMAL
Automotive R&D Institute Ltd

Parallel Stream: Industrial Lubricants

16:15

CONFERENCE PRESENTATION

Changing mobility patterns and their effect on the Lubricant Basestock

Technological developments impacting the industry

Market tendency in GII & GIII

Increase in demand for PAO & GIV

The future of light grades in GI



Ákos Nemesyik
Lubricants Product Development
and Application Center Mgr
MOL-LUB Ltd

17:00

END OF INDUSTRIAL LUBRICANTS STREAM

Parallel Stream: Automotive Lubricants

15:50

CONFERENCE PRESENTATION

New polymeric OFM by Structure Modelling Technique

- Explanation polymeric structure modelling
- Key structure parameters and design optimized polymeric OFM
- Friction and wear testing new polymeric OFM
- Performance comparison benchmark polymeric OFM products



Ronald Hoogendoorn
Regional Manager Europe & US
Patech

16:35

CONFERENCE PRESENTATION

How to Verify Oil Filtration Efficiency

- Oil analysis; one number - one truth?
- Automatic particle counting vs oil sampling and your senses
- 5 old school tools to verify filter efficiencies
- Visual inspection tool
- Shaking tool
- Cooling tool
- Microscope on used filter tool
- Magnet tool
- Cellulose depth media vs glass fiber media
- Multi-pass test and depth media oil filters



Steffen Dalsgaard Nyman
CleanOilConsult & C.C.JENSEN
A/S

17:20

END OF AUTOMOTIVE LUBRICANTS STREAM

17:30

IN-CONVERSATION

Join our speakers for an informal conversation to discuss event highlights and key practical takeaways



Andrianne Philippou
Editor, **Lube Magazine**



Paul Kerwin
Base Oils Account Director
Multisol (a division of the Brenntag Group)

17:50

END OF CONFERENCE & AFTERNOON REFRESHMENTS



The 2018 European Base Oils & Lubricants **interactive** Summit

Celebrating 10 Years in the Base Oils & Lubricants Industry

28-29 November 2018 - Florence, Italy



4. Terms & Conditions

Registrations must be received in writing. Please complete and mail or fax a copy of registration form with a check or credit card number. Fee includes program materials, continental breakfasts, networking luncheons and refreshments.

Payment: Payment must be received within five business days of returning the signed contract.

Cancellations

Substitutions are welcome up to 24 hours prior to the event. Cancellations must be received in writing no less than 3 weeks prior to the start of the conference; a full credit voucher towards a future ACI conference will be issued. Any cancellation received less than 3 weeks prior to the start of the event shall be deemed to be a breach of this contract by client, and accordingly, no credits will be given. Cancellations must be received in writing by mail or fax three weeks before the conference. Thereafter the full conference fee is payable. If for any reason ACI Europe Ltd decides to amend, cancel or postpone this conference, the conference fee will not be refunded. Furthermore, ACI Europe Ltd will not be responsible for covering airfare, hotel or other costs incurred by registrants. In the event that ACI Europe Ltd cancel or postpone the event, ACI Europe Ltd reserves the right to transfer this booking to another conference to be held in the following twelve months, or to provide a credit of an equivalent amount to another conference within the following twelve months. The construction, validity and performance of this agreement shall be governed in all respects by the laws of England to the exclusive jurisdiction of whose courts the Parties hereby agree to submit.

Accommodation

The cost of accommodation is not included in the event fee. Preferential rates will be arranged with or near the event venue, and all confirmed delegates will be given details of how to book accommodation at this rate in due course.

Signature: _____

REGISTRATION FORM SALES CONTRACT

1. Registration Fees

Please check your selection (X)

Conference, 28-29 November 2018 (Includes Documentation Packet)	£ 1,595 *(ex vat) <input type="checkbox"/>
Documentation Packet Only	£ 470.00 <input type="checkbox"/>

We are selling the European Base Oils & Lubricants 2018 Summit paper at just £445 (+£25 P&P). Simply tick the box on the booking form, and your copy will be on its way to you after the meeting.

2 Organisation Details

Organisation:
Address:
Town/City & Postcode :
Country:
Contact number:
Email Address:

Delegate 1 Details:

Full Name:
Job Title:

Delegate 3 Details:

Full Name:
Job Title:

Delegate 2 Details:

Full Name:
Job Title:

Delegate 4 Details:

Full Name:
Job Title:

3. Payment

Please select your method of payment: (X) ☐ Credit Card ☐ Invoice

Company VAT/Registration Number: _____

Number of delegates registering: ____

Please return your completed registration form to: Simona Norkunaite

Email: simonan@acieu.net Phone: +44 (0) 203 141 0642 Fax: +44 (0) 207 593 0071