



Global Conference and General Assembly

Co-operatives:
Putting people
at the centre of
development

WWW.MALAYSIA2017.COOP

PROGRAMME

14 to 17 November 2017
Sunway Resort Hotel and Spa
Kuala Lumpur, Malaysia

HOSTED BY



TABLE OF CONTENTS

INTRODUCTION	3
MESSAGE PRIME MINISTER OF MALAYSIA	4
MESSAGE MINISTER OF MINISTRY OF DOMESTIC TRADE, COOPERATIVE AND CONSUMERISM	5
MESSAGE PRESIDENT OF ANGKASA	6
MESSAGE PRESIDENT OF THE ALLIANCE	7
PROGRAMME AT A GLANCE	8 / 18 -19
PROGRAMME	9
REGISTRATIONS AND VENUE	27
MAPS	29
CONFERENCE APP & INTERPRETATION EQUIPMENT	38
DRESS CODE & SOCIAL EVENTS	38
TOUR PACKAGES	39
MACCOPS	40



At our most interactive gathering to date, co-operators are invited to choose from our unique and diverse programme offerings to create a conference experience that aligns with their professional goals. Leave with knowledge, practical tools, skills, new contacts, business leads, and inspiration.

Use the hashtag [#CoopConference17](#) to create a buzz about [#coops](#) on social media

EXPERIMENT
Delegates will participate in how-to workshops facilitated by experts and leave with practical skills and tools.

EXPLORE
Participants will discover co-operative stories and culture through film screenings, exhibitions, and demonstrations.



YOUTH

Sessions with this symbol are organised by young co-operators with young people in mind.



GOVERNMENTS

Sessions with this symbol are tailored to the needs and interests of government representatives.



LEARN

Through debates, panels, and lectures, conference delegates will learn about developments in trends and co-operative issues.

NETWORK

Delegates sharing a geographic region, sector of activity, or co-operative interest will come together in an informal setting to make new contacts and share ideas.



PRIME MINISTER OF MALAYSIA



Dear Co-operators and Delegates,

I would like to welcome each of you to the 2017 edition of the Global Conference and General Assembly of the International Co-operative Alliance (ICA-KL2017) and am honoured that Malaysia have been chosen via competitive bidding as the country host for this renowned conference. This is reaffirmation of Malaysia's value proposition and combined desire of our country's co-operators to actively drive economic and financial growth to co-operatives globally.

The International Co-operative Alliance or ICA is a non-governmental cooperative union representing cooperatives and the cooperative movement worldwide. ICA represents 301 co-operative federations and organisations in 105 countries and that signifies the strength and the power of economies of scale to global industries as a third force of the multi-national economies.

The co-operative movement bring an array of strategic offerings to the global citizens especially focussed on social mobility and community sustainable wealth creation. Many governments have acknowledged the importance of co-operatives as the next imperative and have taken bold steps to ensure appropriate policies and legislative frameworks are instituted accordingly. The Malaysian Government is committed to the continuous development of the co-operative sector with the periodic increased allocation in the national budget and economic plans.

Malaysia stands with the international community that favours the need for solidarity under the United Nations to deal with conflict resolution, disease management and climate change through sustainable goals. All of Malaysia's five year national development plans after 1970 have underscored the elements of sustainable development, encompassing sustainable economic growth; growth with equitable distribution to all sections of society; balanced development; access to basic infrastructure and utilities; access to quality education and healthcare services; and mainstreaming of environmental conservation.

The government will continue its support and allocation of resources to propel efforts of developing and expanding the Malaysian National Cooperative Movement (ANGKASA) business network, economic activities and human capital development programmes that will benefit Malaysians and in turn the Global citizens. Lastly, I am confident that the Global Conference will be a second-to-none platform for economic and knowledge exchange to harness the powerful force in building a progressive and prosperous future for all humanity.

Yours sincerely,

Y.A.B. Dato' Sri Mohd Najib Bin Tun Abdul Razak
Prime Minister of Malaysia

MINISTER OF MINISTRY OF DOMESTIC TRADE, COOPERATIVE AND CONSUMERISM



Dear Co-operators and Delegates,

I am delighted to be able to welcome co-operators and participants from across the globe who have joined us for this prestigious conference. Malaysia is extremely honoured to host such a momentous event. Since, this is the second Asian edition for The ICA Global Conference and General Assembly, it reaffirms the confidence and importance of the region's dynamic growth against the international co-operative ecosystem.

The theme for this edition, "Co-operatives: Putting People at the Centre of Development" is the beginning of for co-operatives to transform and propel as an equal and value-based partner to the global mainstream economies. It is imperative that co-operatives transform and rebrand themselves as a catalyst of growth for both the community and economy.

Co-operatives are poised to contribute at least 10 per cent to Malaysia's Gross Domestic Product (GDP) via wholesale trade and retail, housing, tourism, services, farming, transportation, agriculture and agro-based industries. The government is actively propagating and allocating tangible resources for the purpose boosting the competitiveness of the co-operative sector through the National Cooperatives Policy 2011-2020 and the United Nations Sustainable Development Goals. There will also be continuous reviews of co-operatives regulations to ensure relevance and effectiveness to the community. The Malaysian National Co-Operative Movement (ANGKASA) has already embarked on the Strategic Plan 2017 – 2050 and the ANGKASA Strategic Economic Master Plan to complement the government's efforts to mobilise the co-operative sector.

Capacity building of co-operators as knowledge workers will be a pillar for the future success of the co-operative sector. The speed of technological growth, global economic volatility and competitive demands are a reality for new generation of co-operators, it is imperative to make the quantum leap for continuous personal and organisation enhancements to remain in the game, it is my hope that this conference examines these issues and presents clear pathways for the sustainable future of the cooperative movement.

Ultimately, I am proud of ANGKASA for undertaking the responsibility and trusteeship of the 2017 conference. There will be many declarations, decisions and understandings signed during the conference and it is imperative that it does not remain as a document but to be expeditiously implemented beyond the comfort of this conference.

As for Malaysia, the current chairmanship of the ASEAN Co-operative Organisation brings additional responsibilities to ensure the message of ICA reaches the ASEAN Economic Community and incorporated into the development agenda across all 10 ASEAN countries and implemented by the 60 million co-operators in the region.

To all the delegates and co-operators, it is of the essence that you optimise and exploit the melting pot of knowledge and networks of likeminded individuals to harness all that the conference and general assembly has to offer. It is equally important that you enjoy Malaysia's various facades of culture, food and hospitality and this will complete the Malaysian Strategic Take-Away!

Thank you.
Respectfully,

YB Datuk Seri Hamzah Bin Zainudin
Minister of Ministry of Domestic Trade, Cooperative and Consumerism

PRESIDENT OF ANGKASA



Dear Co-operators, Members of the Alliance,
Selamat Datang !

It is with great pleasure that I personally welcome each of you to Malaysia for the Alliance's Global Conference and General Assembly, held in Kuala Lumpur for the first time. At ANGKASA we are proud to play host to the most important cooperative event globally, it is indeed a milestone for ANGKASA as an organisation which assumed the role of the cooperative apex body in Malaysia in 1971.

Co-operatives play an important role in Malaysia both contributing to the economic and social development agenda, this can be seen in the 10 per cent contribution to Malaysia's Gross Domestic Product (GDP) via wholesale trade and retail, housing, tourism, services, farming, transportation, agriculture and agro-based industries. The government is actively propagating and allocating tangible resources for the purpose of boosting the competitiveness of the co-operative sector through the National Cooperatives Policy 2011-2020 and the United Nations Sustainable Development Goals.

To further drive this agenda and to respond positively to competitive forces ANGKASA has embarked on a Strategic Plan 2017 – 2050 and the ANGKASA Strategic Economic Master Plan to complement the government's efforts to mobilise the co-operative sector to become the third pillar of the economy.

It's an exciting time for ANGKASA as we continue to grow and remain always adaptable, motivated and responsive in our accord to demonstrate our commitment and responsibility to drive the Malaysian co-operative movement as the business model of choice for the local community. Yet there is a deeper understanding that ANGKASA would like to instil into all co-operators which is the spirit of the cooperative movement. A spirit which is born out of the ideal that together we are stronger and working together we can stand firmly on our own two feet.

Moving forward, ANGKASA will continue to open the door to many opportunities in the world market by assisting the local co-operatives in market research, product development and branding, and introducing them to the international market. It is this way that as the national apex body we remain relevant and effective for our members as they expand their market share both locally and internationally.

Delegates can expect a showcase of Malaysian co-operatives at our bi-annual exhibition; Malaysian Carnival of Co-operatives Products and Services (MACCOPS); which will also take place as a side event during the conference. This year's edition includes an expanded international presence which is testimony to the growing importance of the cooperative market in Malaysia and ASEAN.

Malaysia and ANGKASA welcomes you to Kuala Lumpur and are honoured by your presence in Malaysia.

Dato' Haji Abdul Fattah Haji Abdullah
President, Malaysian National Cooperative Movement (ANGKASA), MALAYSIA

International Co-operative Alliance President Message



Welcome in Kuala Lumpur! Welcome to the 2017 Global Conference and General Assembly of the International Co-operative Alliance!

We have an exciting program to offer you, composed of plenary sessions, workshops, special events and exhibits presenting co-operative progress, achievements and successful projects. All of us will take advantage of these interactive and unique sessions by openly sharing ideas and experiences, by brainstorming together on how to solve pressing international problems while always keeping an open mind. It is almost two centuries since co-operative enterprises originated in their modern form. We have seen endless opportunities to add value, innovation and creativity. We have incessantly addressed emerging needs because we have always seen changes as opportunities.

As a people-centered model, we understand that the co-operative movement has been prepared to go further, to take the lead and to be in the vanguard of global efforts for sustainable development. In fact, the co-operative movement has always been destined to remain a modern movement, always at the forefront of promising social and economic innovations.

This explains why the co-operative movement is benefitting not only its members but all people. This explains why the co-operative movement is bringing positive changes in communities and societies across the world. However, the ever more rapid evolution of the global landscape requires that we reaffirm our commitment and assume responsibility as the International Co-operative Alliance for and towards millions of men and women.

This reality is challenging us to continuously rethink our strategies to advance our collective mission and vision and assure a bright future. Our culture of democratic governance enables us to keep in mind this important objective. In fact, our upcoming elective General Assembly will again bear witness that our movement is rooted in democracy. Far beyond personal considerations, co-operators are of the opinion that a healthy turnover helps to create a stronger, more diverse Board of Directors with a variety of perspectives.

I am sure that our events will fully demonstrate the co-operative conscience and reaffirm our sense of belonging to a movement where people care about each other and work for the common good.

It will also be an opportunity for me to express my appreciation towards all of you, the members, the Board, the general director and the Alliance's global office for your contribution and support over the past two years. The successes we have created were possible because of our teamwork. I am very pleased to have the opportunity, in Kuala Lumpur, to showcase what we have accomplished together. Thank you for your trust and most of all thank you for your commitment to building a better world for our future generations.

Yours sincerely,

Monique F. Leroux
President, International Co-operative Alliance

PROGRAMME AT A GLANCE

Monday, 13 November 2017

09:00 - 18:00 Alliance Board Meeting
08:30 - 18:00 Statutory Meetings: Sectoral Organisations and Thematic Committees

Tuesday, 14 November 2017

08:30 - 12:30 Joint session of Alliance Global, Regional and Sectoral Organisation Boards, and Thematic Committees
09:00 - 18:00 Statutory Meetings: Sectoral Organisations and Thematic Committees
19:00 - 22:00 Opening Gala

Wednesday, 15 November 2017

09:00 - 10:30 Opening Keynote Plenary – Linda Yueh
10:30 - 11:00 Break
11:30 - 12:30 Global Conference
12:30 - 14:00 Break for lunch
14:00 - 17:00 Global Conference
17:00 - 18:00 Break
18:00 - 20:00 Networking Event at the Malaysian Carnival of Co-operatives' Products and Services (MACCOPS)

Thursday, 16 November 2017

09:00 - 10:00 Opening Plenary
10:00 - 10:30 Break
10:30 - 12:00 Global Conference
12:00 - 13:30 Break for lunch
13:30 - 15:00 Global Conference
15:00 - 15:30 Break
15:30 - 16:30 Closing Plenary - Dr Gro Harlem Brundtland
16:30 - 17:00 Presidential Perspectives
17:00 - 18:30 Break
18:30 - 20:00 Closing Celebration

Friday, 17 November 2017

09:00 - 15:00 General Assembly
15:00 - 16:00 Break
16:00 - 18:00 Alliance Global Board Meeting

Sunday, 12 November 2017

09:00-13:00

11TH ANNUAL MEETING OF THE ICA-AP COMMITTEE ON YOUTH COOPERATION (ICYC)

At this annual meeting, the committee will elect its new office bearers – chair and two vice chairs.

By invitation only
Cancun, Level 10

14:00-17:30

9TH ANNUAL MEETING OF THE ICA-AP COMMITTEE ON UNIVERSITY/ CAMPUS CO-OPERATIVES (ICUC)

By invitation only
Cancun, Level 10

Monday, 13 November 2017

08:30-18:00

GLOBAL WORKSHOP ON UNIVERSITY/CAMPUS COOPERATIVES

The ICA Asia and Pacific Committee on University/Campus Cooperatives traditionally organises thematic workshops every second year. This year, the committee will organize a workshop on the sidelines of #coopConference17 in collaboration with the ICA-EU Partnership on Cooperatives in Development #Coops4Dev. The thematic area of the workshop is the sustainable Development Goals and the role of student led cooperatives and, the role participation (Bye-law making) plays in it. There will also be a study visit to the local Co-operative College of Malaysia.

Open
BC4, Level 15



09:30-16:30

COOPERATIVE HOUSING INTERNATIONAL BOARD OF DIRECTORS MEETING

By invitation only
Cancun, Level 10

13:30-18:00

IHCO AND CICOPA JOINT BOARD MEETING

By invitation only
Casablanca, Level 10



14:00-18:00

YOUTH NETWORK EXECUTIVE COMMITTEE & ORGANISERS MEETING

The Youth Network will meet to organise the meetings for the week. All Youth Network members are welcome to join to help us out!

Open
Caribbean, Level 12

09:00-17:30

ALLIANCE GLOBAL BOARD MEETING

By invitation only
Grand Caymans, Level 10
Interpretation English & Spanish

09:00-17:00

ICAGLOBAL GENDER EQUALITY COMMITTEE ANNUAL PLENARY MEETING

During its annual meeting, the ICA Gender Equality Committee will hold elections of its Executive Committee and share progress on its members' activities.

By invitation only
Bahamas 1, Level 12
Interpretation English & Spanish

16:00-18:00

ICAO GENERAL MEETING AND SEMINAR

For members only
Bahamas 2&3, Level 12

Tuesday, 14 November 2017

08:30-12:30

JOINT SESSION OF THE ALLIANCE GLOBAL BOARD, SECTORAL BOARDS AND REGIONAL BOARDS AND THEMATIC COMMITTEES BOARDS

This is a joint board meeting of the Global Board, Regional Boards and Sectoral Organisation Boards and also the Thematic Committees Boards. The primary purpose is around the Alliance's Action plan to Achieve the Blueprint for a Co-operative Decade. The main topic of discussion is integrated, multi-year planning for all structures of the Alliance.

By invitation only
Lagoon 1, Level 15
Interpretation English & Spanish

09:00-13:00

CICOPA 70 ANNIVERSARY – PUBLIC SESSION

During its public session, CICOPA will celebrate its 70 years anniversary with a presentation recalling the main historical steps. It will also present the two years report on industrial and service cooperatives and have an open discussion on the future of work and other forms of cooperatives and work than worker cooperatives and social cooperative. You are all welcome to participate!

Open
Bahamas 2 & 3, Level 12
Interpretation English, Spanish & French

09:00-12:00

#COOPYOUTH GATHERING AND ORIENTATION

The Youth Network will gather all #coopyouth present to engage in longform introductions to get to know one another, participate in warm-up games, and move through an overview of all the youth programming scheduled for the week. Additionally, youth not yet members of the Network will be signed up to join, and volunteers will be solicited to support some of the ongoing programming efforts. To close, we will engage in a peer-to-peer training on how to network and engage in conference settings, in order to equip one another to participate fully in the week of youth-specific and intergenerational activities.

Open
Bahamas 1, level 12
Interpretation English & Spanish

16:00-18:00

INTERNATIONAL COOPERATIVE FISHERIES ORGANISATION (ICFO) EXECUTIVE MEMBERS MEETING AND GENERAL ASSEMBLY

By invitation only
Copacabana, Level 12

12:30-14:00

TRI-PARTITE MEETING BETWEEN THE CO-OPERATIVE LAW COMMITTEE, PRINCIPLES COMMITTEE AND THE COMMITTEE OF CO-OPERATIVE RESEARCH

By invitation only
Room 10.6, Level 10

13:00-14:00

51ST COMMITTEE ON CONSUMER COOPERATION FOR ASIA AND THE PACIFIC

By invitation only
Bermuda, Level 12

13:30-16:00

YOUTH NETWORK ASSEMBLY

The Youth Network will lead an informative session on its activities over the past two years, as well as lead a business meeting of the Network. Participants will have the opportunity to engage with an ongoing process to finalise a #CoopYouth Manifesto that has grown out of several youth statements issued at co-operative events over the last five years, as well as with the Youth Network's Strategic Plan.

Open
Bahamas 1, level 12
Interpretation English & Spanish

14:00-17:30

CICOPA GENERAL ASSEMBLY – STATUTORY MEETING

By invitation only
Bahamas 2 & 3, Level 12
Interpretation English, Spanish & French

14:00-16:00

DOTCOOP BOARD

By invitation only
Room 10.6, Level 10

14:00-17:00

CO-OPERATIVE LAW COMMITTEE MEETING

By invitation only
Business Center 5, Level 15

14:00-17:00

ICA ASIA AND PACIFIC REGIONAL BOARD MEETING

By invitation only
Grand Caymans 3 & 4, Level 10

14:00-17:00

INTERNATIONAL HEALTH CO-OPERATIVE ORGANISATION (IHCO) GENERAL ASSEMBLY

The General Assembly is the most relevant event for health cooperatives. It is the time to share experiences and make decisions on the matters that will guide the near future of the IHCO.

Open
Grand Caymans 1 & 2, Level 10

14:00-17:00

CO-OPERATIVE HOUSING INTERNATIONAL PLENARY

From 14:00-15:00 will be the biennial elections of five CHI board members, to be followed by a roundtable on enhancing government relations strategies and influencing public policy. In the co-operative housing sector, government relations and public policy are important components of the work needed to effectively advance our issues. Join us for an international roundtable discussion on critical strategies and approaches used in different

countries such as Canada, the U.S., Poland, Germany and others.

For registered participants
Cancun, Level 10

14:00-17:00

CONSUMER CO-OPERATIVES WORLDWIDE (CCW) GENERAL ASSEMBLY

Consumer Co-operatives Worldwide unites 26 national organisations of consumer co-operatives around the world. Elections for President and Executive Committee will be held. Additional points of discussion will include the financial and activity reports for 2016 and 2017, the 2018 activity plan and budget, intermember collaboration and exchange of information and possibilities for consumer co-operatives' increased participation in Alliance initiatives.

By invitation only
Caribbean, Level 12

14:00-18:00

INTERNATIONAL CO-OPERATIVE DEVELOPMENT PLATFORM MEETING

This will be the first meeting of the International Co-operative Development Platform. It is a direct follow-up of the Development Platform Launch in October 2016 at the International Summit of Co-operatives in Quebec. During this first reunion, the co-operative organisations active in international development will further discuss how to achieve stronger coordination and collaboration. A plan of action to pursue an exchange of expertise and create international visibility, as well as to get a stronger voice vis-à-vis political institutions, will be developed. It is the first meeting to transform the newly launched Platform into a strong tool of joint cooperative development actions.

By invitation only
Casablanca, Level 10



16:00-18:00

YOUTH NETWORK EXECUTIVE COMMITTEE MEETING

The Executive Committee of the Youth Network will meet to plan, digest and distil the work of the past, as well as deal with any outstanding items of business. All Youth Network members are welcome to join the Executive Committee meeting, though are not eligible to vote in its proceedings, if a vote were to be taken.

Open to Youth Network members
Bahamas 1, level 12

19:00-22:00 OPENING GALA

Grand Lagoon Ballroom, Level 15
See page 38 for more details

Wednesday, 15 November 2017

09:00-10:30 PLENARY

OPENING REMARKS:

- Monique F. Leroux, President, International Co-operative Alliance
- Dato' Haji ABDUL FATTAH Haji Abdullah, President, Angkasa, the Malaysian National Cooperative Federation

Opening keynote plenary – Dr Linda Yueh

To set the scene for the conference, Dr Yueh will give a global outlook on economic, social, and environmental challenges, with a focus on Asia, our hosting region, and discuss the possible contributions of co-operatives to address them. One of the world's outstanding economists, Dr Yueh is a fellow in economics at Oxford University, an adjunct professor of economics at the London Business School, and a visiting professor of economics at Peking University. She has advised the World Bank, the European Commission, the World Economic Forum and the Asian Development Bank, among many others. Dr Yueh is a contributor to British and American cable news networks and was named the BBC's global chief business correspondent in April 2013.

Grand Lagoon Ballroom, Level 15
Interpretation English, French & Spanish

10:30-11:00 BREAK

11:00-12:30 LEARN

Building development partnerships for the future we want



Partnership in all its dimensions is one of the most important tools that the co-operative movement has been using in order to contribute to sustainable development at a global level. Acting in collaboration with other civil society actors, co-operatives have the possibility to deploy significant resources to lift people out of poverty, to empower local communities and to improve the lives of billions across the globe. During this first part of the conference, high-level representatives of the European Union and global civil societies and networks will identify and explain the significance of partnership and how co-operatives can make a greater impact in development processes through collaboration.

Lagoon 3, Level 15
Interpretation English, French, Spanish & Arabic

- Amy Coughenour Betancourt, Chief Operating Officer for International Programs, NCBA CLUSA
- Maria Castillo Fernandez, Ambassador, Head of Delegation of the European Union to Malaysia
- Vic van Vuuren, Director Enterprise Department, International Labour Organization

- Patricia Akakpo, Co-Chair, CSO Partnership for Development Effectiveness
- Eduard Marpaung, General Secretary, KSBSI Indonesia - International Trade Union Confederation
- Stephany Uy-Tan, Mayor of the Catbalogan City, Philippines - United Cities and Local Governments



11:00-12:30 LEARN

Co-op to co-op trade: Taking existing achievements to scale

While co-op to co-op trade (C2C trade) is a topic the Alliance and its members have long discussed, its achievement as a movement institution remains elusive. A report commissioned by the Alliance in 2015 found that C2C trade in agriculture makes up less than 1% of the global agricultural trade sector, compared to 15% for trade between co-ops and non-co-ops. Meanwhile, co-operatives around the world are solidifying their presence on global trade markets and using e-commerce platforms and methodologies to achieve scale. What can we learn from these examples for national and regional development? How can we borrow and maximise on achievements and reproduce their successes in other parts of the world? This session will present some of these existing platforms and open a discussion for their replication in different regions and sectors for increased C2C trade.

Lagoon 1, Level 15
Interpretation English, French & Spanish

- Balu Iyer, Regional Director, ICA Asia-Pacific (Moderator)
- Fabiola Motta, Manager of Institutional Relations, Organisation of Brazilian Co-operatives (OCB), Brazil
- Zhang Xiaohong, Division Chief, All China Federation of Supply and Marketing Cooperatives (ACFSMC)
- Craig Presland, CEO, Cooperative Business New Zealand
- Mohamed Es Fih, eSolutions for Business Advisor, Division of Enterprises and Institutions, International Trade Center
- Shaharuddin Bin Mohammed, CEO, MyAngkasa Holdings, Malaysia

11:00-12:30 LEARN

The collaborative economy: What it is and why co-ops should care

Since the development of digital tools, we hear more and more about different approaches to business, different ideas about our globalised economy. Is this a backlash against the failures we saw nine years ago? What's new about this collaborative economy and how can co-operatives lever advantage? What about the respective places of "global" and "local" in this respect? This session will explore the emerging business models that respond to peoples'

needs and how co-operatives can demonstrate their longevity in providing sustainable livelihoods grounded in solidarity, democracy, and equity. As the situations may be very different in Asia, in Europe, the Americas and in Africa, the session aims also at clarifying the language and concepts around this term of “collaborative economy” and others associated with it, in order to better identify the opportunities for the co-operative movement.

Lagoon 2, Level 15
Interpretation English, French & Spanish

- Nicole Alix, President, La Coop des Communs, France (moderator)
- Melina Morrison, CEO, BCCM, Australia
- Sandrino Graceffa, CEO, SMART, Belgium
- Francis Mongwela Mikwa, Public Relations Officer, The Co-operative University of Kenya
- Danny Spitzberg, Technology Strategist, Buy Twitter campaign, CoLab.coop, USA

Supported in part by



11:00-12:30 EXPERIMENT

Raising capital the co-operative way

Big and small, new and old, from banking to agriculture to handicrafts, co-operatives share a common challenge: securing reliable streams of capital while guaranteeing member control. Join this workshop on raising capital for start-up and growth activities and explore innovative mechanisms and strategies with peers. Experts from the financial co-operative industry, as well as co-operative development professionals, will guide brainstorming and share expert tips on how to identify the most appropriate capital instruments for co-operatives.

Grand Caymans, Level 10

- Vivian Woodell, Founder, The Phone Coop, UK
- Gianluca Salvatori, CEO, Euricse, Italy
- Rylan Peery, Senior Project Strategist, CoLab Cooperative, USA
- Gabrielle Ancil, Project Manager, CoLab Cooperative, Canada

11:45-12:30 EXPERIMENT

Member focus groups

We would like members to join us to tell us what aspects of the Alliance’s member value is most useful to them in order to help us refine our membership services strategy for the next few years.

Grand Bahamas, Level 12
Assistance available in English, Spanish and French

11:00-12:00 NETWORK

Networking hour: Governmental organisations as co-operative partners



Many officials from national governments and international organisations are working every day to make the administrative and regulatory environments more favourable to cooperatives. Come and meet colleagues from around the world that share the same interests and challenges.

Casablanca, Level 10

11:00-12:30 NETWORK

Young co-operators on the move: #CoopYouth are IT!



Using a participatory assembly format, the Youth Network will engage participants in exploring how youth can contribute to fostering a “Co-operative Spring” through the use of information technology tools (e.g. social media). Of particular note will be the concept of “co-operative IT,” which shares some similarity with Free/Libre and Open Source Software value systems. Finally, we are especially interested to explore ways in which we can pursue IT to these ends as entrepreneurs, which will prepare us to engage more fully in the “Young Co-operators on the move: The future of work is ours!” session later in the day.

Business Center 4, Level 15

11:00-12:30 EXPLORE

Screening: PBS Series Visionaries on co-operatives

The Visionaries Series is highlighting the power of co-operatives both in the U.S. and around the world. This one-hour documentary follows the work of the National Cooperative Business Association CLUSA International (NCBA CLUSA), celebrating 100 years of co-operatives through seven co-op stories featuring members in Seattle, Western Massachusetts, Mississippi, and international projects in Mozambique and East Timor. With the seven co-operative principles binding these unique and diverse businesses, we can see that co-ops truly build a better world.

Auditorium A, Level 7

11:00-17:00 EXPLORE

Visit to Bank Rakyat

Bank Rakyat is not only a very successful cooperative bank but it is also one of the best Islamic bank in the region and has won many awards and accolades. Bank Rakyat is also listed in the World Cooperative Monitor 2014, 2015 and 2016. To book your seat to visit Bank Rakyat, please register at the Tour Counter, Level 12 simply

by showing your tag for scanning from 13th November 2017 from 08h00 - 15th November 2017 at 09h30. (First come, first served).

Departure time : 10h30
Meeting Point : Lobby, Sunway Resort Hotel & Spa

12:30-14:00 LUNCH BREAK

Fuzion, Level 1 or Resort Café in the Sunway Resort Hotel Lobby

13:00-14:00 EXPLORE

Book signing: ‘A Short History of Co-operation’ by Ed Mayo

When was the first co-operative or mutual? The spread of co-operatives in the nineteenth century is well-known and celebrated. Yet there are also precursors of co-operation and mutuality before this in countries right across the world. Ed Mayo, Secretary General of Co-operatives UK, brings together this rich story for the first time in a free new book, A Short History of Co-operation and Mutuality. This is a fresh and magical re-telling of our own story as a co-operative sector.

Foyer, Level 12

14:00-17:00 LEARN

Building development partnerships for the future we want (continued)



To continue the enquiry of how important partnerships can be, during this second session of the conference the audience will have the opportunity to take an in-depth look at real partnership cases in action. In order to understand what exactly the co-operative model brings into a partnership, how to identify the right partner and what it is necessary to make a collaboration successful, the panellists will further discuss successful concrete field collaboration cases from all around the global. Via their first-hand experience, they will guide us through the challenges, the failures, the evolution and the benefits of this kind of projects and programs within the local community where they are implemented.

Lagoon 3, Level 15
Interpretation English, French, Spanish & Arabic

- Amy Coughenour Betancourt, Chief Operating Officer for International Programs, NCBA CLUSA
- Eric Manzi, Secretary General, CESTRAR, SG Moto-Taxi Coop Rwanda
- Marce Soares, Member Services Manager, Cooperativa Café Timor
- Hector Cordova, Manager, Federación de Cooperativas de Ahorro y Crédito de El Salvador
- Nurjahan Begum, Yunus Centre advisor & Former Managing Director of Grameen Bank



14:00-15:30 LEARN

The co-operative potential for the refugee crisis and new migrations

Migration is one of the biggest challenges of our time with large economic, social, and environmental consequences. Increased instability and political turmoil promise to only intensify the need for action. What role can co-operatives play to improve the livelihoods and security of migrants and refugees? How are co-operatives already making a difference? Join this session to learn about the state of refugee and migrant communities in the world, the potential for co-operative engagement and initiatives on the ground.

Lagoon 2, Level 15
Interpretation English, French & Spanish

- Jan Anders Lago, Chairman, HSB, Sweden (Moderator)
- Hüseyin Polat, Senior Adviser, National Co-operative Union, Turkey
- Guido Schwarzendal, Director, Co-operative Housing International, Germany
- Carlo Scarzanella, President, Associazione Generale Cooperative Italiane (AGCI), Italy
- Akram Al-TaHER, Director General, Economic and Social Development Center, Palestine
- Simel Esim, Head of Cooperatives Unit, International Labour Organization (ILO)

14:00-15:30 LEARN

The co-operative health report: Assessing the worldwide contribution of cooperatives to healthcare

How do health cooperatives contribute to improving the welfare in the countries they operate in? What is the impact of co-operatives on the citizens’ health? How many people worldwide have access to healthcare through co-operatives? These and some other questions will be discussed at the session, where IHCO and EURICSE will also be launching the first edition of a research study which will explore health cooperatives in 15 countries and will analyse in depth several case studies.

Lagoon 1, Level 15
Interpretation provided English, French & Spanish

- Gianluca Salvatori, CEO, Euricse, Italy
- Carlos Zarco, Director General, Fundación Espriu, Spain
- Giuseppe Milanese, President, FederazioneSanità, Italy
- Adrian Watts, CEO, National Health Co-op, Australia
- Jagdev Singh Deo, Chairman, Kooperasi Doktor Malaysia Berhad, Malaysia

14:00-17:00 EXPERIMENT
Young co-operators on the move: The future of work is ours!

What are the obstacles and opportunities young people encounter when creating a #cooperative workplace? How to reach young people to bring them into the coop movement and to convince them that coops are a valuable option? What can the coop movement do to assure a good pass on to the next generation? Take part in this participative and open debate among co-operators of all ages, organized by CICOPA together with the Global Youth Cooperative Network under the campaign WE OWN IT! www.we-own-it.coop

Grand Bahamas, Level 12

14:00-15:30 EXPERIMENT
Advocacy 101: How to make your case to policymakers

The co-operative movement requires an enabling legal and regulatory environment to flourish. To make this happen, co-operators need to better advocate their cause to governments at the local, national, regional and global level. How can they be most successful? At this workshop, participants will generate practical ideas for managing advocacy and rehearse putting them into practice. Participants will learn how to create an environment for analysis and discussion of an identified problem and work in small groups to develop effective advocacy messages.

Grand Caymans, Level 10

- Paul Hazen, CEO, Overseas Co-operative Development Council, USA

14:00-14:45 NETWORK
Meet and Greet with the Alliance Board candidates & demonstration of the electronic voting system

Alliance members will have a chance to meet the candidates for the Alliance Global Board before elections at the General Assembly. Your questions are welcome! Members can also test the electronic voting system to be used during the General Assembly.

Business Centre 4, Level 15

14:00-16:00 EXPLORE
Screening: 'Actual World, Possible Future'

This documentary from political scientist, researcher and filmmaker Barbara Allen explores the lives and works of Elinor and Vincent Ostrom, renowned American political economists whose ideas on governing the commons echo the co-operative approach to

economics and self-governance. Learn five lessons from the Ostroms and explore case studies of co-operative commons governance from around the world. An in-depth look at the experience of Korean co-operatives and social enterprises will follow the film.

Auditorium A, Level 7

15:00-17:00 EXPLORE
Malaysia Truly Asia

To enjoy 10 selected local fruits that will meet your appetite at our local fruit fiesta. Don't miss this golden opportunity to witness Malaysia's cultures and customs. You can experience live action by traditional craftman at our local handicraft such as painting batik, wood carving, pewter making and get yourself experience handmade pottery. Not forgetting the Malaysian traditional dance such as Malay, Indian, Chinese and Orang Asli dance.

Grotto, Level 1

15:30-17:00 LEARN
Co-ops for 2030: Models of co-operative engagement in the SDGs

Co-operatives all over the world are engaged in initiatives that will contribute to the achievement of the Sustainable Development Goals. But what is the scope of the co-operative contribution? Who is taking action and how are they communicating their progress? Join this session to learn about the online platform 'Co-ops for 2030', a tool for co-operatives to learn about the SDGs, share their initiatives to achieve them and engage as a united movement. This session will present some of the successful initiatives showcased on 'Co-ops for 2030' and how those organisations integrate the SDGs into their corporate strategies.

Lagoon 2, Level 15
 Interpretation English, French & Spanish

- Martin Lowery, Executive Vice President, NRECA, USA (moderator)
- Soomilduth Sunil Bholah, Minister, Ministry of Business, Enterprise and Cooperatives, Mauritius
- Jan Anders Lago, President, HSB, Sweden
- Ronaldo Scucato, President of the State Office of Minas Gerais, OCB, Brazil
- Aditya Yadav, Director, IFFCO, India
- Tom Gitogo, CEO, CIC Insurance Group, Kenya
- Florence Raineix, CEO, Fédération Nationale des Caisses d'Épargne, France
- Rodrigo Gouveia, Director of Policy, International Cooperative Alliance

15:30-17:00 LEARN
Who owns the robots? Co-operatives & big data

Today, co-operative businesses operate on markets where inputs and assets are increasingly ephemeral. Knowledge and information – data – is the new currency. And block chain and artificial intelligence technologies are growing increasingly sophisticated in allowing for the extrapolation of value from all that data. But, who makes money off your tweets? Who controls what Google does with your internet search history? Who owns the robotic systems that generate profits from the data of our lives? We could, if co-operatives got involved. Join this session to discuss the added-value proposition co-operatives bring to these digital opportunities and learn about co-operatively owned structures that are already forging ahead.

Lagoon 1, Level 15
 Interpretation English, French & Spanish

- Stephanie Guico, Board Member, Co-operatives & Mutuals Canada (Moderator)
- Bob Yuill, Chief Executive, Scottish Agricultural Organisation Society, Ltd. (SAOS) & Managing Director, ScotEID, Ltd. & Director, Scottish Farm Carbon, Ltd., Scotland
- Doris Albisser, Vice President of the Board of MIDATA.coop, Switzerland
- Andrew Crane, CEO, CBH Group, Australia
- Jimmy Lin, Manager – Software Engineering Data Services, Schools First Federal Credit Union, USA
- Taynaah Reis - Chair-Woman and Chief Executive Officer, Moeda, Brazil

15:30-17:00 EXPERIMENT
Integrating gender equality into your co-operative

Co-operatives are certainly more attuned to gender issues than their corporate counterparts, but much more can be done to make co-ops an equal space for both men and women. How can you make gender equality a reality within your cooperative? What types of activities can help mainstream gender sensitivities into your business? Attend this workshop for practical tools.

Grand Caymans, Level 10
 Interpretation English & Spanish

- Nandini Azad, Indian Cooperative Network for Women (ICNW)
- Kanako Miyazawa, Senior International Officer, International Department, Japanese Consumers' Co-operative Union (JCCU)

16:00-17:00 NETWORK

Co-op to Co-op Trade Networking Hour
 Meet and greet fellow co-operators interested in developing business contacts. This is an occasion for informal conversation with other participants that are also interested in trade opportunities among co-operatives.

MACCOPS
 Sunway Pyramid Convention Centre, CP3, Meeting Area 3

17:00-18:00 BREAK

17:00-18:00 EXPLORE
Presentation of Coop Connect

A delegation from Coop Connect platform will show the different features including customization, communications, workflow, voting and remote meetings, as well as the comparative analysis of Coop Connect. Participants will analyse together the development of the platform and integration with business services including payment systems, automation of workflow, cooperative blockchain-based services. It will also be the opportunity to establish possible partnership between the Coop Connect platform and members of the International Co-operative Alliance.

Foyer, Level 12

- Centrosoyuz, Russia

18:00-20:00 NETWORKING EVENT AT MACCOPS

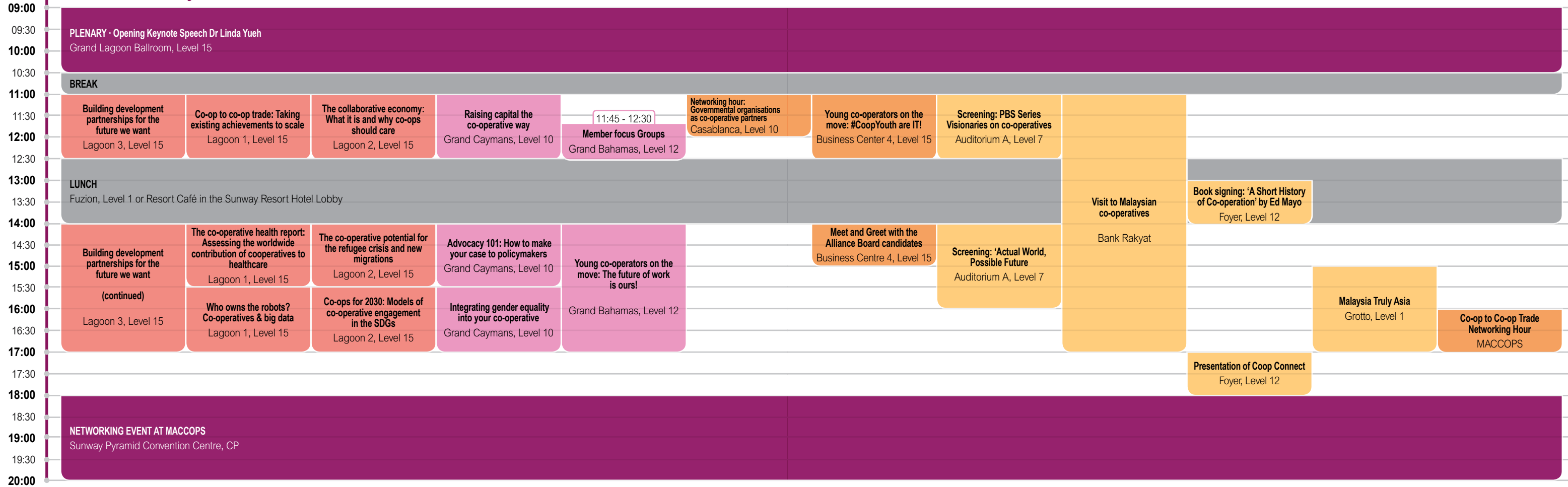
MACCOPS is an exhibition of various cooperatives products and services under one roof and this year's event is the third series of the largest cooperative expo in Malaysia.

Sunway Pyramid Convention Centre, CP3
 See page 38 for information on MACCOPS networking cocktail.

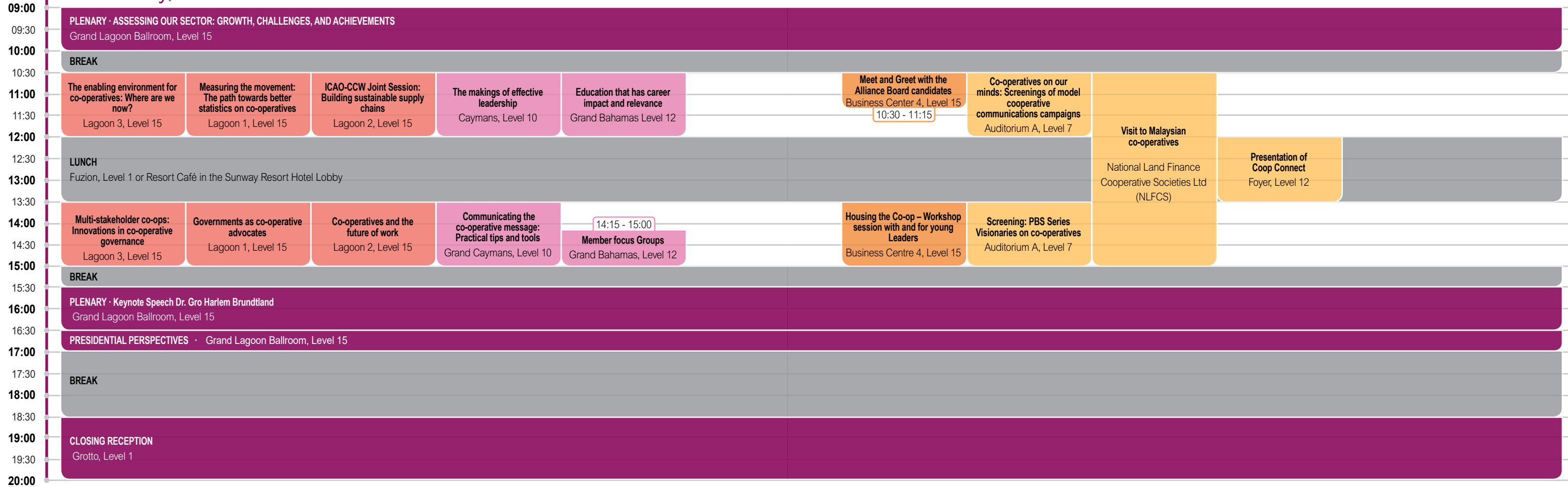
GLOBAL CONFERENCE

LEARN EXPERIMENT NETWORK EXPLORE

Wednesday, 15 November 2017



Thursday, 16 November 2017



Thursday, 16 November 2017

09:00-10:00 PLENARY

Assessing our sector: Growth, challenges, and achievements

Every year the World Co-operative Monitor offers insight to the size and importance of the co-operative economy. This session will see the presentation of the 2017 edition, followed by responses from young co-operators on tackling the challenges ahead. To close the session, we will take a look at our own achievements and acknowledge those who made the growth of co-operatives possible, by presenting the 2017 Rochdale Award for outstanding contributions to the cooperative movement.

Grand Lagoon Ballroom, Level 15
Interpretation English, French & Spanish

- Monique F. Leroux, President, International Co-operative Alliance
- Gianluca Salvatori, CEO, Euricse, Italy
- Youth Network Members

10:00-10:30 BREAK

10:30-12:00 LEARN

The enabling environment for co-operatives: Where are we now?

Step by step, little by little, co-operators are creating a more favourable regulatory and political environment for co-operatives. How are different countries faring? What legal hurdles remain? Experts will share the latest developments in the field of co-operative law by discussing, analysing, and presenting research results on the state of legal frameworks around the world. Participants will also be invited to discover Cooplex, the global database of co-operative legal texts.

Lagoon 3, Level 15
Interpretation English, French & Spanish

- Dante Cracogna, Doctor of Law, ICA Co-operative Law Committee, Argentina (Moderator)
- Hagen Henry, Chair, Co-operative Law Committee, Finland
- Ilana Gotz, Research Project Manager, Euricse, Italy
- Emily Varga, Program Analyst, US Agency for International Development
- Bhagwati Prasad, Vice Chairman, Cooperative House and Finance Corporation, India
- Graciela Fernández, Chair, CUDECOOP, Uruguay
- Caroline Naëtt, Secretary General, Coop FR, France
- Rodrigo Gouveia, Director of Policy, International Co-operative Alliance

10:30-12:00 LEARN

Measuring the movement: The path towards better statistics on co-operatives

When asked how many co-operatives exist in the world, there is no clear answer, only rough and incomplete estimates. In order to accurately demonstrate the economic, social, and environmental power of the co-operative economy, statistics on co-operatives must improve in terms of quality, comparability, and access. How can this be achieved? Learn what statistics on co-operatives look like today, how data on co-operatives can be better collected and analysed, and what work will be achieved before the 20th International Conference of Labour Statisticians revisits the issue in 2018.

Lagoon 1, Level 15
Interpretation English, French & Spanish

- Marie J. Bouchard, Chair, COPAC Technical Working Group on Co-operative Statistics, Canada
- Chiara Carini, Researcher, Euricse, Italy
- Hyungsik Eum, Data Analyst, CICOPA, Belgium
- Simel Esim, Head, Cooperatives Unit, Enterprises Department, International Labour Organization

10:30-12:00 LEARN

ICAO-CCW Joint Session: Building sustainable supply chains

Agricultural and food co-operatives constitute 40% of the entire co-operative economy, 49% of all co-operatives with a turnover of 100 million USD or more and 51% of the Top 300. By being at the beginning (producer) and end (retailer) of the food system, agricultural and consumer co-operatives have a very significant role to play not only as individual sectors, but also as a combined force. This is why their intercooperation is so vital for real contributions to be made to the SDGs on global scale. When speaking of direct business relations between the two sectors, the issue of supply chain comes to the forefront. Better co-operation relies on identifying any existing challenges thereof and working together on practical measures to overcome them, such as direct sourcing and widening market access for agricultural co-operative produce by its sale in stores run by consumer co-operatives. However, ICAO-CCW collaboration could also have a real contribution to the UN Sustainable Development Goals on global scale.

Lagoon 2, Level 15
Interpretation English, French & Spanish

- Dr. Byeong-won KIM, President, International Co-operative Agricultural Organisation (ICAO)
- Petar Stefanov, President, Consumer Co-operatives World-wide (CCW)
- Representative, Central Co-operative Union, Bulgaria (tbc)
- Representative, SOK, Finland (tbc)
- Representative, Japanese Consumers' Co-operative Union, Japan (tbc)

10:30-12:00 EXPERIMENT

Education that has career impact and relevance

Around the world, business education that is focused on the co-operative model has deep relevance and impact for co-operative professionals (managers and directors). While the availability of education that is truly steeped in the cooperative model is rare, this session will discuss education for innovation, and innovative education, for democratic organizations. It will draw on the evidence from global studies combined with the direct experiences of co-operative professionals to illustrate how innovative education can build better co-operative enterprises. The session will be inspired by practical examples of these learning applications, as well as draw on the experience of participants in the room. It will address the question of innovation – what it is, what it means in the context of co-operative business, and how innovative practices come about through an education program. It will also address the ways to approach education in co-operative management that supports creative thinking and collective leadership.

Grand Bahamas, Level 12

- Dr. Sonja Novkovic, Chair of the International Co-operative Alliance's Committee on Co-operative Research
- Simon Parkinson, Chief Executive & Principal, Co-operative College, UK

10:30-12:00 EXPERIMENT

The makings of effective leadership

Join us to reflect on the role of leadership and of fellowship. Through small groups and debate, delve into the 'why' of leadership and how to be a more effective leader.

Grand Caymans, Level 10

- Enrico Parsi, Director, Scuola Coop, Italy
- Marco Bruschi, Process and Functional Analyst, Scuola Coop, Italy

10:30-11:15 NETWORK

Meet and Greet with the Alliance Board candidates & demonstration of the electronic voting system

Alliance members will have a chance to meet the candidates for the Alliance Global Board before elections at the General Assembly. Your questions are welcome! Members can also test the electronic voting system to be used during the General Assembly.

Business Centre 4, Level 15

10:30-12:00 EXPLORE

Co-operatives on our minds: Screenings of model co-operative communications campaigns

Co-operatives seem to be a best-kept secret. Reputational surveys suggest that people would prefer to work and shop at co-operatives, yet general awareness about the model remains low in many countries. The Alliance's Global Co-operative Marketing Campaign aims to spread the message and promise of the co-operative advantage to new communities. See how national campaigns are being rolled out in various countries around the world and how you can help amplify the co-operative message in yours.

Auditorium A, Level 7

- Violetta Nafpaktiti, Managing Director, DotCoop Enterprises (Moderator)
- Kaeleigh Barker Van Valkenburgh, Director of Communications of Cooperatives for a Better World, CCA Global Partners, USA
- Ed Mayo, Secretary General, Co-operatives UK
- Melina Morrison, CEO, Business Council of Co-operatives and Mutuals (BCCM), Australia
- Anthony Taylor, Policy Officer, Business Council of Co-operatives and Mutuals (BCCM), Australia
- Marjaana Saarikoski, Director, Cooperative Affairs and partnerships, SOK Corporation, Finland
- Aya Ataka, researcher, Japan-Cooperative General Research Institute (JC-Soken)
- Osamu Nakano, Director of International Relations, Japan Workers' Co-operative Union (JWCU)
- Clare Downs, Head of Commercial Partnerships, The Midcounties Co-operative, UK
- Gemma Allardyce, Head of Central Operations, Midcounties Cooperative Childcare, UK

10:30-15:00 EXPLORE

Visit to National Land Finance Cooperative Societies Ltd (NLFCS)

One of the most successful cooperative in Malaysia and recognised by the Malaysian Cooperative Societies Commission (MCSC) as top 3 of the 100 Best Cooperatives in Malaysia for years. NLFCS is also a member of the ICA. To book your seat to visit NLFCS, please register at the Tour Counter, Level 12 simply by showing your tag for scanning from 13th November 2017 from 08h00 - 16th November 2017 at 09h30. (First come, first served)

Departure time : 10h00

Meeting Point : Lobby, Sunway Resort Hotel & Spa

12:00-13:30 BREAK FOR LUNCH

Fuzion, Level 1 or Resort Café in the Sunway Resort Hotel Lobby

12:00-13:30 EXPLORE

Presentation of Coop Connect

A delegation from Coop Connect platform will show the different features including customization, communications, workflow, voting and remote meetings, as well as the comparative analysis of Coop Connect. Participants will analyse together the development of the platform and integration with business services including payment systems, automation of workflow, cooperative blockchain-based services. It will also be the opportunity to establish possible partnership between the Coop Connect platform and members of the International Co-operative Alliance.

Foyer, Level 12

Interpretation English, French & Spanish

- Centrosoyuz, Rusia

13:30-15:00 LEARN

Co-operatives and the future of work

As people-focused businesses, co-operatives are implicated in the evolving nature of employment. Co-operatives have a unique relationship with the concept of work, as many co-operatives have worker-members or producer-members, rather than direct employees. They are also being explored as a means to facilitate the transition of workers from the informal to the formal economy. What are the main challenges regarding human resources management in co-operatives? What are the future trends in employment with the advent of new technologies? How are co-operatives promoting decent work within their organisations and in global supply chains? Come to this session to have these questions answered.

Lagoon 2, Level 15

Interpretation English, French & Spanish

- Saji Gopinath, Uralungal Labour Contract Co-operative Society, India (Moderator)
- Vic van Vuuren, Director, Enterprises Department, International Labour Organization, Switzerland
- Donna Dizon, Executive Director, CLIMBS, Philippines
- Bruno Roelants, Secretary General, CICOPA, Belgium
- Osamu Nakano, Director of International Relations, Japan Workers' Co-operative Union (JWCU), Japan
- Mikwa Francis Mwongela, Public Relations Officer, The Co-operative University of Kenya

13:30-15:00 LEARN

Governments as co-operative advocates

Governments can be a key partner for the co-operative movement, as they shape the environment in which co-operatives form, develop, and flourish. This session will provide a unique

opportunity to learn about how governmental entities contribute to the development of the co-operative movement worldwide and areas for potential future action. Participants will also exchange experiences regarding the administrative management of co-operative policy at the national level.

Lagoon 1, Level 15

Interpretation English, French & Spanish

- Monique F. Leroux, President, International Co-operative Alliance (Moderator)
- Hamat Noor Zari, Executive Chairman, Cooperative Societies Commission, Malaysia
- Sithembiso G.G. Nyoni, Minister for Small and Medium Enterprises and Cooperative Development, Zimbabwe
- Biggie Ganda Butale, Assistant Minister of Investment, Trade and Industry, Botswana
- Cristiano Maggipinto, Ambassador of Italy to Malaysia
- Kaori Abe, Partnerships and Resource Mobilization Officer, FAO
- Bill Garthwaite, Global Indicators, World Bank Group
- Toru Nakaya, President, JA-Zenchu, Japan
- Dante Cracogna, Doctor of Law, ICA Co-operative Law Committee, Argentina
- Mark Willetts, Public Affairs and Corporate Communications Specialist, Mutuo, United Kingdom

13:30-15:00 LEARN

Multi-stakeholder co-ops: Innovations in co-operative governance

A hallmark of the co-operative difference is collective ownership and democratic control. These attributes require a specific kind of governance rooted in democracy and equity. However, as businesses respond to opportunities, trends, and challenges in the market, we see an emergence of multi-stakeholder co-operatives: businesses that bring together different stakeholders – workers, producers, and consumers – into one enterprise. How does co-operative governance need to adapt to meld their seemingly disparate interests? How can the innovations in these emerging governance models strengthen co-operative governance overall?

Lagoon 3, Level 15

Interpretation English, French & Spanish

- Jean-Louis Bancel, President and Executive Vice-Chairman, Crédit Coopératif, France
- Sonja Novkovic, Chair, Committee on Co-operative Research, International Co-operative Alliance & Professor of Economics, Sobey School of Business, Saint Mary's University, Canada
- Inja Park, Chairperson, iCoop Korea
- Anne-Cécile Dockès, Présidente, Solidarité étudiante Scic-SA, France (tbc)
- Ed Mayo, Secretary General, Co-operatives UK, United Kingdom

Supported in part by:





13:30-15:00 EXPERIMENT

Communicating the co-operative message: Practical tips and tools

Cooperatives are often formed by likeminded individuals that want to develop a certain product or service, communication strategy and media plans are not often high on the agenda but in this era of communications cooperatives need to compete like any other organisation for space in the media. What are the 5 things that cooperatives should be doing to make sure they communicate effectively to the public and how can this ultimately impact profitability? Join this workshop to find out.

Grand Caymans, Level 10

- Nordin Abdullah, ANGKASA's Strategic Consultant
- Violetta Nafpaktiti and Tom Ivey, DotCoop Enterprises



13:30-15:00 EXPERIMENT

Housing the Co-op – Workshop session with and for young Leaders



The workshop will provide a platform for young leaders from diverse regions of the world to present and discuss best practices that foreground innovative forms of social and spatial constellations through housing co-operatives. Drawing on the presented case studies, the workshop's goal is to learn from organizational models that can promote affordable, innovative, and context-specific co-operative housing production, as well as to identify potentials of transferring and scaling such ideas across cultural and regional contexts.

Business Center 4, Nivel 15



14:15-15:00 EXPERIMENT

Member focus groups

We would like members to join us to tell us what aspects of the Alliance's member value is most useful to them in order to help us refine our membership services strategy for the next few years.

Grand Bahamas, Level 12
Assistance available in English, Spanish and French



13:30-15:00 EXPLORE

Screening: PBS Series Visionaries on co-operatives

The Visionaries Series is highlighting the power of co-operatives both in the U.S. and around the world. This one-hour documentary follows the work of the National Cooperative Business Association CLUSA International (NCBA CLUSA), celebrating 100 years of co-operatives through seven co-op stories featuring

members in Seattle, Western Massachusetts, Mississippi, and international projects in Mozambique and East Timor. With the seven cooperative principles binding these unique and diverse businesses, we can see that co-ops truly build a better world.

Auditorium A, Level 7

15:00-15:30 BREAK

15:30-16:30 PLENARY

INTRODUCTORY REMARKS:

- Monique F. Leroux, President, International Co-operative Alliance
- Dato' Haji ABDUL FATTAH Haji Abdullah, President of Angkasa, the Malaysian National Cooperative Federation

Closing keynote plenary – Dr Gro Harlem Brundtland

Sustainable development is at the very core of co-operative enterprises. As a model of business based on ethical values and principles, with an overarching goal to provide for the needs and aspirations of their members, co-operatives play a pivotal role in responding to local community needs and objectives. In an inspiring closing address, Dr Gro Harlem Brundtland will discuss the implications for building a more sustainable future as a united movement. In such roles as Minister of the Environment for Norway, Norwegian Prime Minister (the youngest person and first woman to hold the office), political activist, and Director-General of the World Health Organization, Dr Brundtland gained international recognition as a leader on key global challenges, the environment, human rights, and sustainable development.

Grand Lagoon Ballroom, Level 15
Interpretation English, French & Spanish

16:30-17:00 PRESIDENTIAL PERSPECTIVES

MODERATOR:

Monique F. Leroux, President, International Co-operative Alliance

- Ariel Guarco, President, Cooperar, Argentina
- Yogeshwar Krishna, Principal Education Officer, Examinations and Assessment Unit, Ministry of Education, Fiji Islands

Grand Lagoon Ballroom, Level 15

17:00-18:30 BREAK

18:30-20:00 CLOSING CELEBRATION

Grotto, Level 1
See page 38 for more details

Friday, 17 November 2017

09:00-15:00 GENERAL ASSEMBLY

It is with great pleasure that we invite members to participate in the General Assembly 2017 of the International Co-operative Alliance. Others who are attending the conference are welcome to observe. The official meeting documents including full agenda for the Assembly are available at <https://ica.coop/en/2017GeneralAssembly>

Lagoon 1, Level 15 - entrance for observers
Lagoon 3, Level 15 - entrance for voters
Interpretation English, French & Spanish

15:00-16:00 BREAK

16:00-18:00 ALLIANCE BOARD MEETING

Meeting of the newly elected Global Board

Cancun, Level 10
Interpretation English & Spanish

Registrations and venue

HOW TO REGISTER ONSITE

All pre-registered delegates should make their way to the registration desk located at the Foyer on Level 12 of the Sunway Resort Hotel & Spa conference center (see map below). The opening hours are as follows

- 12 November 2017 from **16h00-18h00**
- 13 November 2017 from **08h00-18h00**
- 14 November 2017 from **08h00-19h00**
- 15 November 2017 from **08h00-18h00**
- 16 November 2017 from **08h00-18h00**
- 17 November 2017 from **08h00-10h00**

Delegates are required to bring their registration confirmation to the registration counters with valid identification to receive their Conference badges and delegate packs at the registration counters.

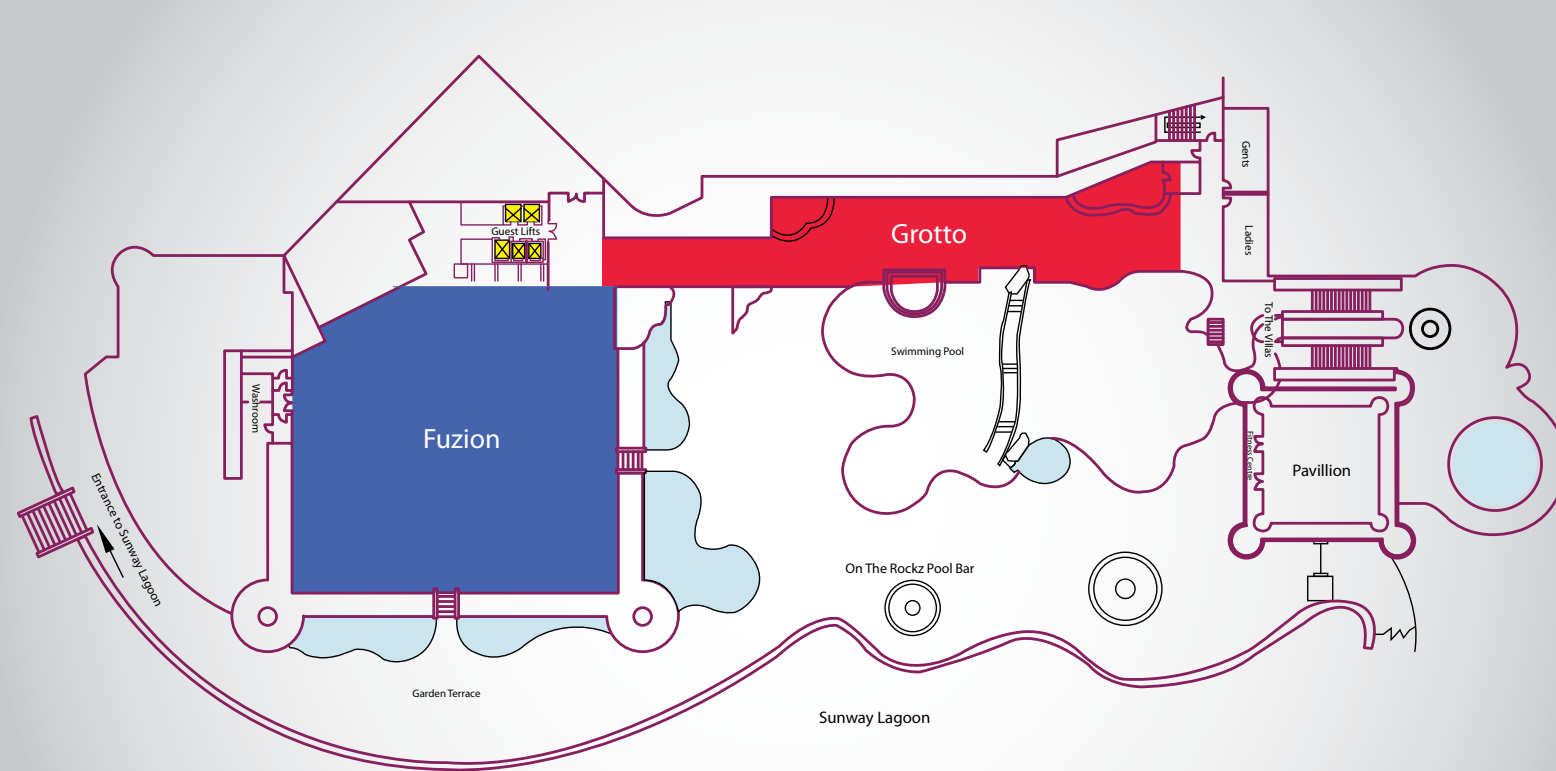
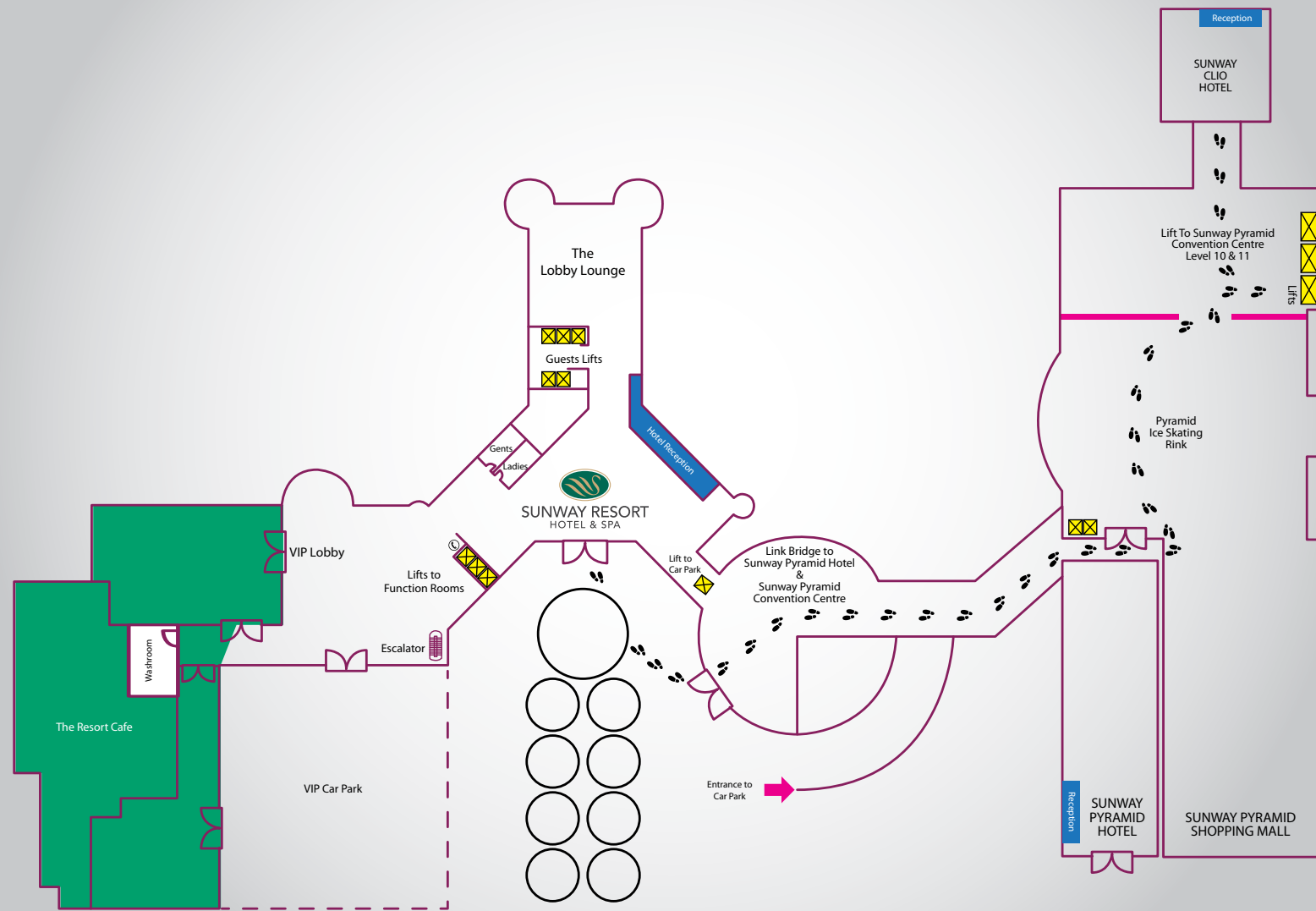
Admission to the conference sessions and social events will only be available for registered paying delegates and you should wear your badge at all times to gain access. Badges are non transferrable and there will be a replacement fee of the full registration cost should you lose it.

VENUE





The Global Conference will take place in the conference center located inside the Sunway Resort Hotel and Spa, just 35 minutes from Kuala Lumpur International Airport and 25 minutes from Kuala Lumpur city.

Sunway Resort Hotel & Spa Persiaran Lagoon
Bandar Sunway 47500 Selangor Darul Ehsan, Malaysia
Telephone: +60 3 7492 8000
Email: srhs.enquiry@sunwayhotels.com
Fax: +60 3 7492 8001




There will be human signage directing delegates from the various hotels within the Sunway Resort City to the conference center, as well as to the MACCOPS reception Wednesday evening.

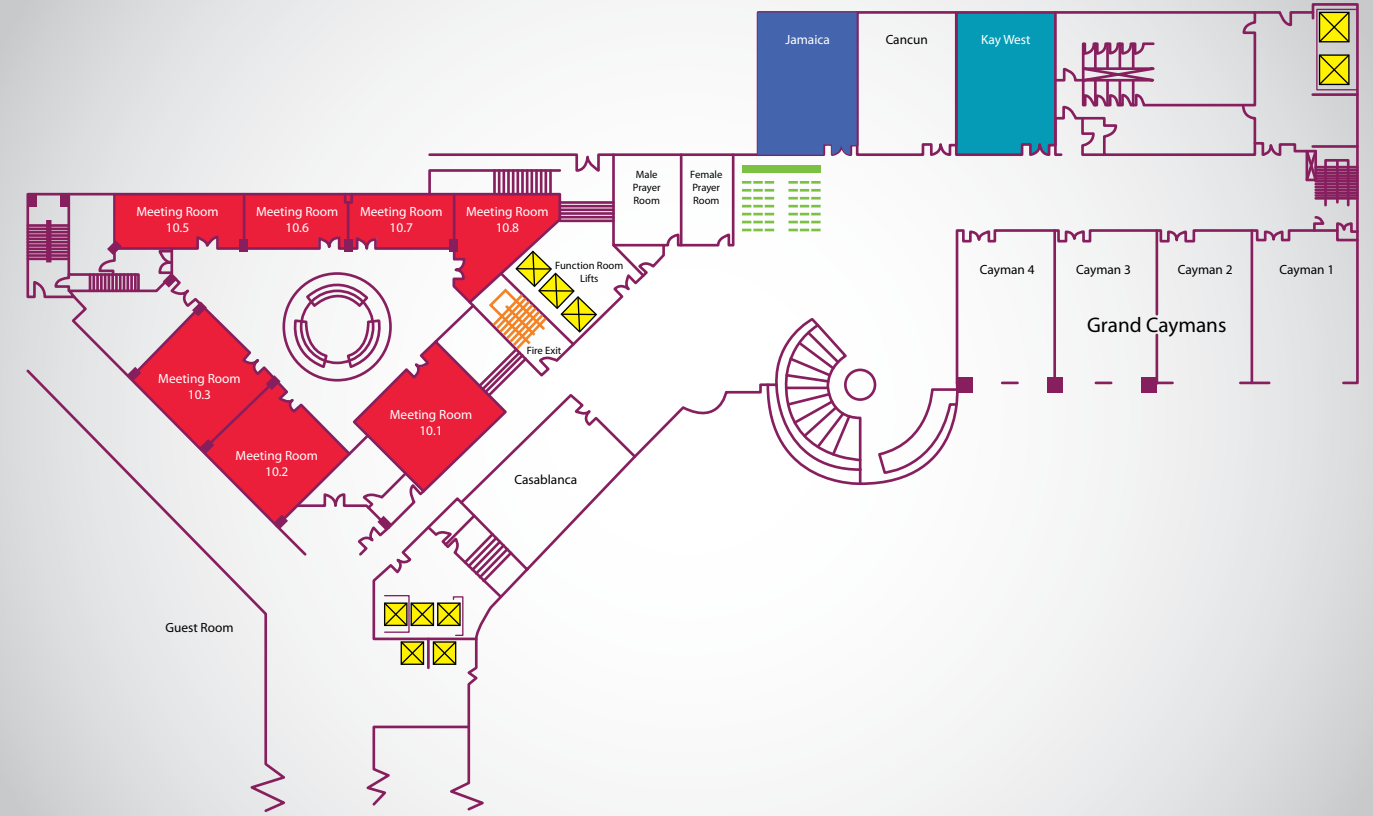
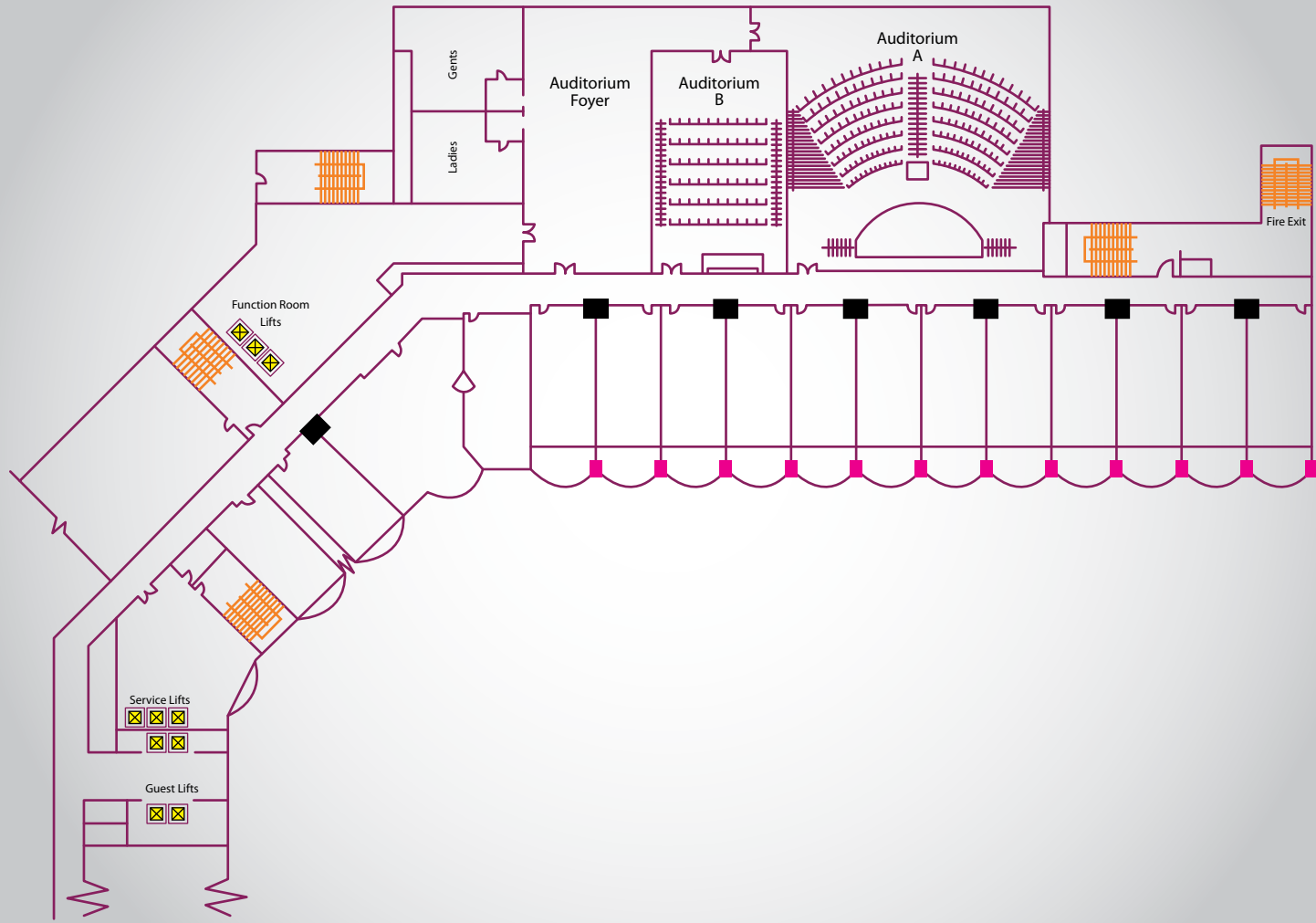


LEGEND
Lobby Level



-  LIFTS
-  FIRE EXITS
-  HOTEL RECEPTION & CHECK IN COUNTER
-  THE RESORT CAFE: LUNCH VENUE 2

LEGEND
Level 1

-  FUZION: LUNCH VENUE 1
-  GROTTTO
-  GUESTS LIFTS TO / FROM LOBBY LEVEL

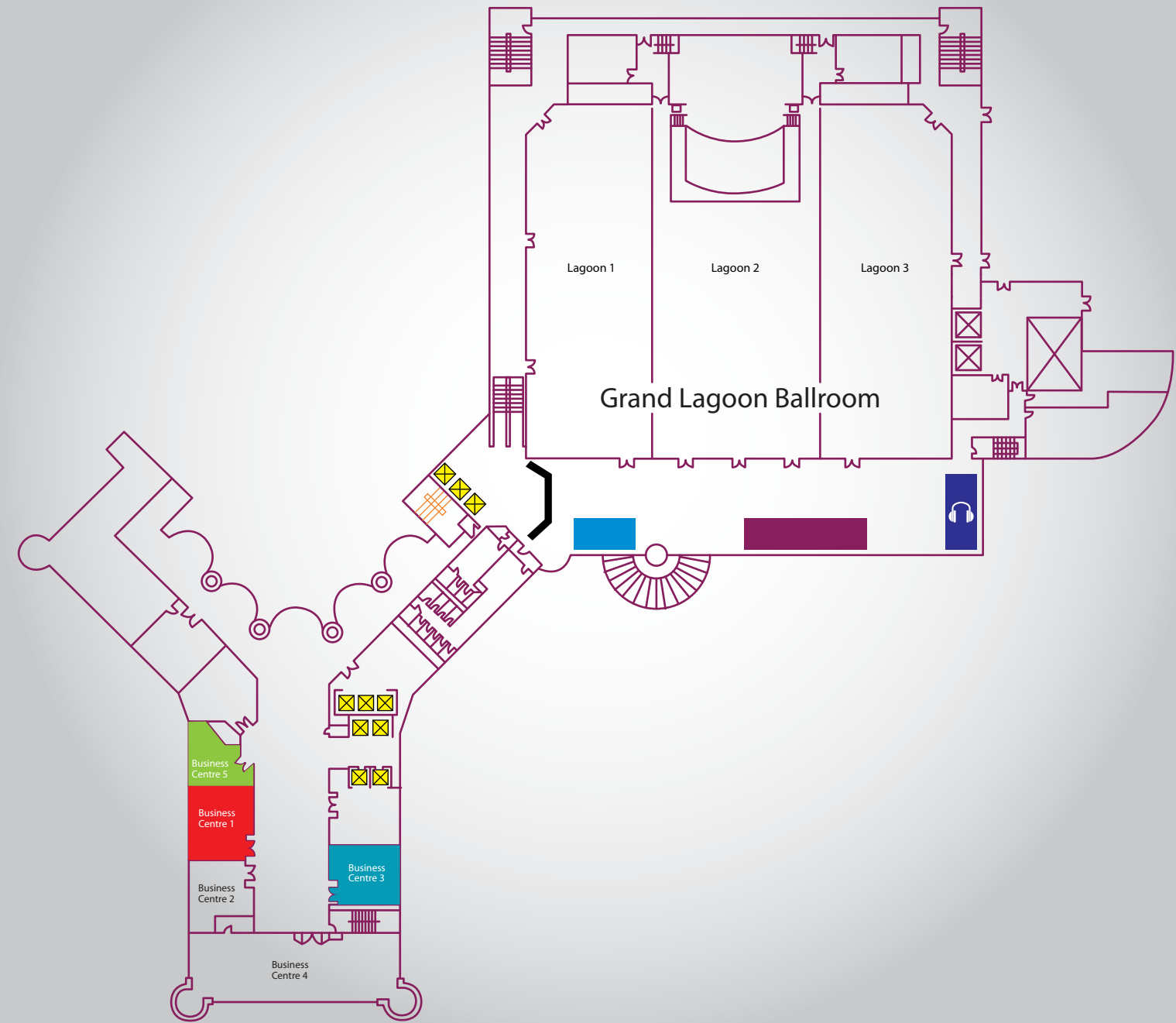
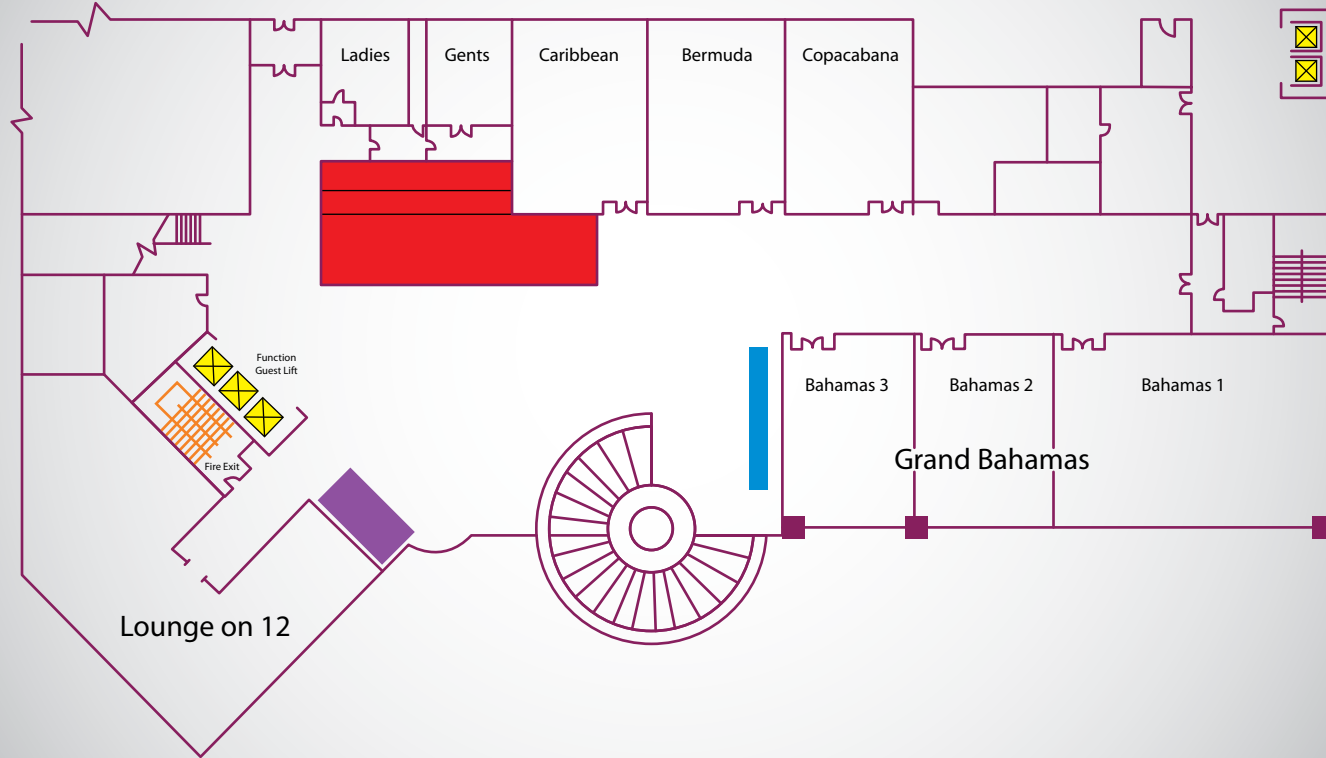


LEGEND
Level 7

-  LIFTS
-  FIRE EXITS

LEGEND
Level 10

-  MEDIA CENTRE
-  CONFERENCE SECRETARIAT
-  PRESS CONFERENCE AREA
-  LIFTS
-  FIRE EXITS
-  VOLUNTEER ROOM

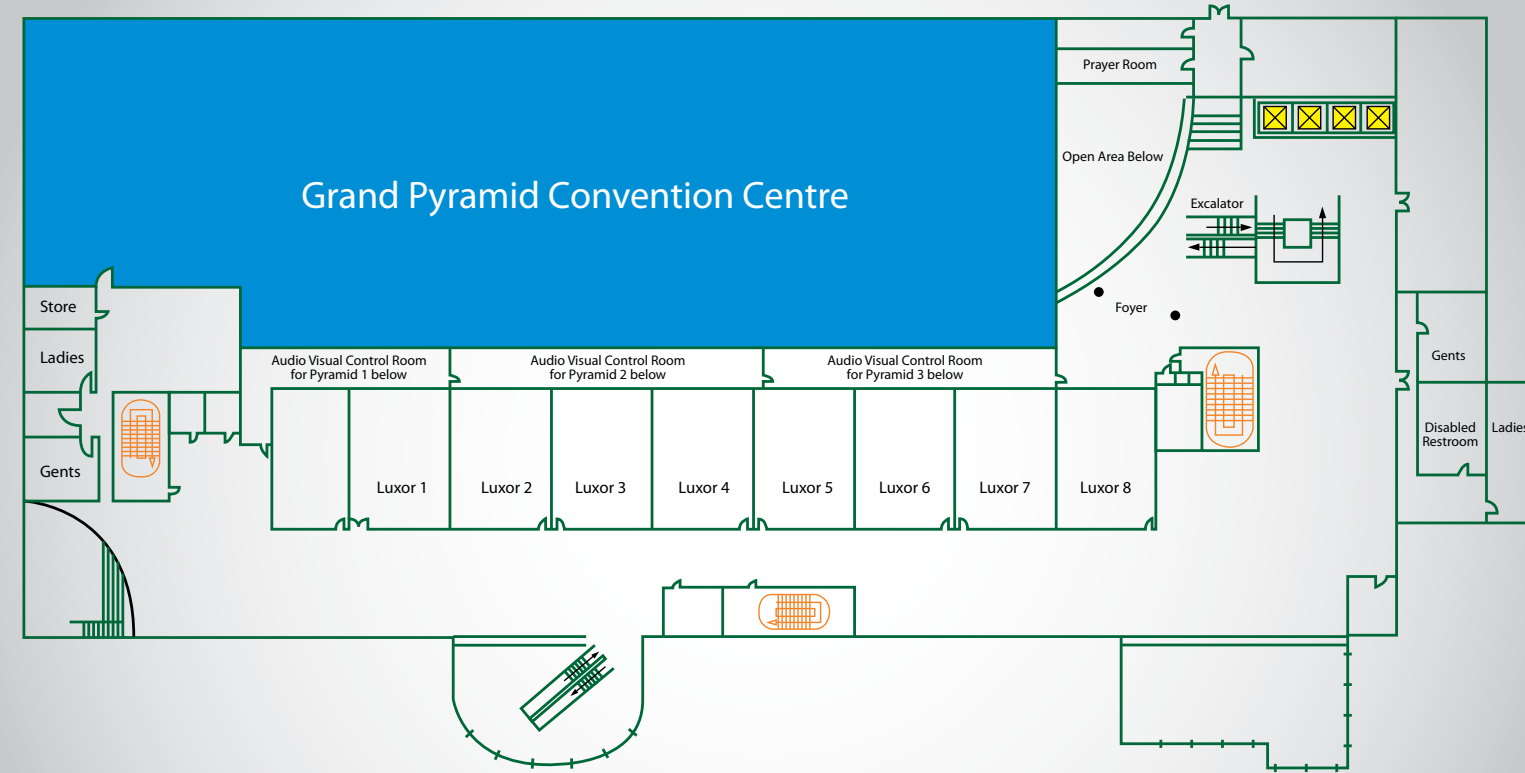
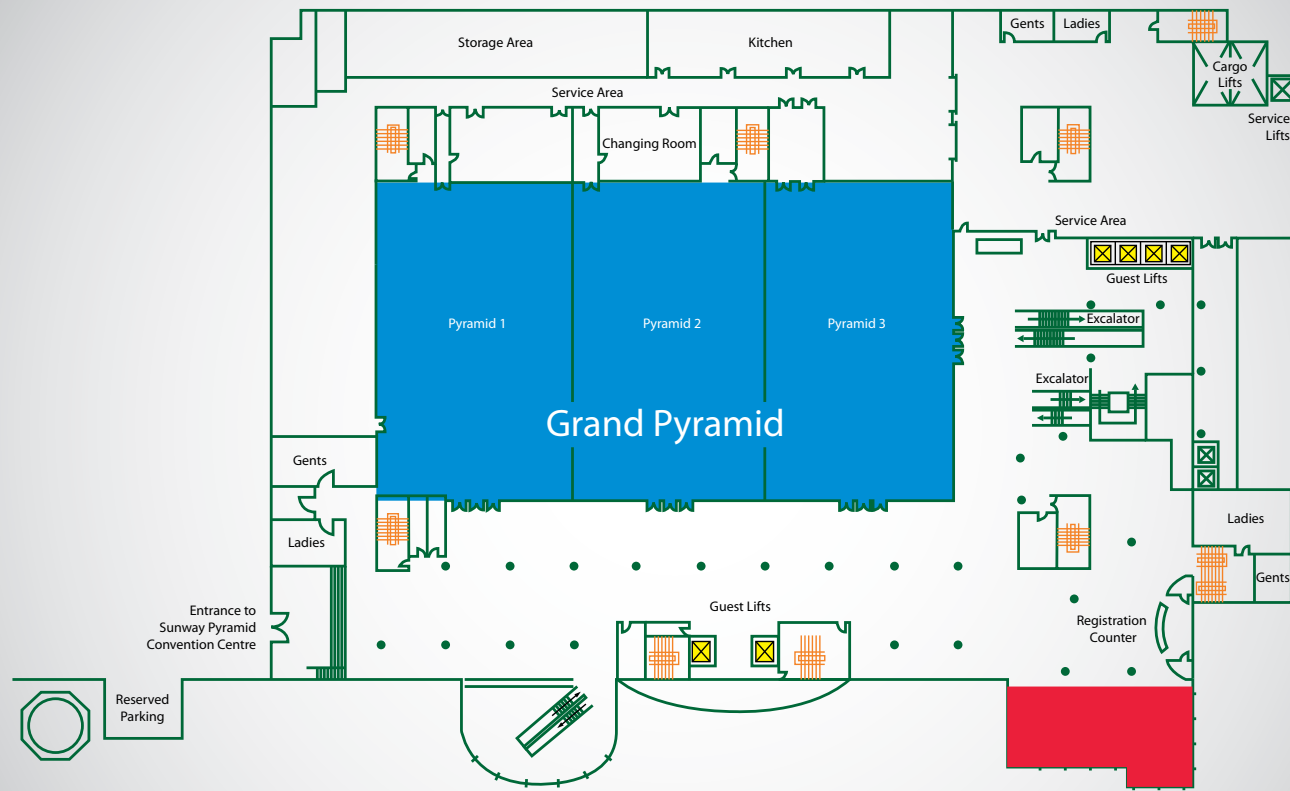


LEGEND
Level 12

- REGISTRATION COUNTERS
- TOURS COUNTER
- #coops4dev PHOTO EXHIBITION
- ⊠ LIFTS
- FIRE EXITS

LEGEND
Level 15

- THE ALLIANCE BOOTH
- ANGKASA BOOTH
- MEDICAL CENTRE
- SECURITY ROOM
- SPEAKER'S ROOM
- 🗣️ INTERPRETATION COUNTER
- ⊠ LIFTS
- FIRE EXITS



LEGEND
CP 3

- MACCOPS EXHIBITION AREA
- LIFTS
- FIRE EXITS
- MEETING AREA

LEGEND
CP 4

- MACCOPS EXHIBITION AREA
- LIFTS
- FIRE EXITS

Do not miss any #coopconference17 update!

CONFERENCE APP

Delegates will be able to search for "Go.Coop" in their Playstore on Android or iTunes store for Iphone and download the #coopconference17 app for free thanks to DotCoop. The app does not require any specific logon or download details. Once downloaded, you can create your own name and password and select the Coop Conference 17 event. Contained within will be all the information for the app, access to the ICA social media, speakers and agenda info, as well as an ability to add social media info to the delegate profile for easier networking. If you need help connecting, visit us at the Alliance booth on the 15th level!

INTERPRETATION EQUIPMENT

Interpretation equipment will be made available to all delegates requiring interpretation during the conference. English, French and Spanish interpretation is provided during the plenary and LEARN sessions. Other languages may be provided by delegations.

Headset collection/return counters will be located at the Grand Lagoon Foyer, Level 15 of Sunway Resort Hotel & Spa and will be operating from 08h00 - 18h00 from 15th - 17 November 2017. Headsets for the side events held on 13 and 14 November will be provided inside of the relevant meeting room.

To get your devices, delegates are required to bring along their delegate badge which will have a unique barcode printed that will be tagged to your conference registration details. The barcode will be scanned and matched with the interpretation device number that you have collected for verification and our record. Delegates are required to return their interpretation devices daily and will be accordingly scanned out upon return.

Delegates will be penalized MYR 450 or USD 100 for any devices which are not returned or are found missing.

Dress code and social events

The conference dress code will be smart casual or you may also wear business suits. Note the particular dress codes below for the social events.

Three social events have been scheduled during the conference and accompanying persons / partners get access to these events. Please follow the appropriate dress code in accordance with the customs of the host country, most notably that revealing clothing is inappropriate.

Official Opening Gala Dinner

The Official Opening Gala Dinner is a formal sit down event on 14 November 2017 at 19h00 at the Grand Lagoon Ballroom of the Conference Center. It will be graced by distinguished guests of honour from the hosts together in attendance with all delegates of the conference. All guests are required to dress formally. Alternatively, delegates can also dress in their respective national costume. Alcohol is strictly not permitted during this event.

Networking Cocktail & Soft Launching of the Malaysian Carnival of Co-operatives Products and Services (MACCOPS)

This Networking event will also coincide with the Soft Launching (Opening Ceremony) for the Malaysian Carnival of Co-operatives Products and Services (MACCOPS) event on 15 November 2017 at 17h30. MACCOPS is an exhibition of various cooperatives products and services under one roof and this year's event is the third series of the largest cooperative expo in Malaysia. You may dress in the business attire that you wore during the day or other appropriate networking cocktail attire in accordance with the host country's culture.

Closing Celebration

The final social event to be held during the conference is the Closing Celebration night hosted by the Alliance. The event will be an informal evening cocktail held at the Sunway Grotto, Pool Bar and Lagoon and delegates can let their hair loose during the evening socialising with fellow delegates over drinks and music. Appropriate attire is encouraged in accordance with the host country's culture. Appetizers and non-alcoholic drinks provided. There will be a bar where guests can pay for alcoholic drinks either by cash or bill it to your room if you are staying at the Sunway Resort hotels.

Tour packages PRE/POST CONFERENCE TOURS

Our host ANGKASA has put together tailored packages of attractive tours for conference delegates, managed by a professional co-operative tour operator. Discover the best of Kuala Lumpur, escape to the city's rainforest, learn about Malaysia's colonial past or see the administrative heart of the country by choosing any of the daily packages offered by visiting <http://malaysia2017.coop/tour-packages>. Want to see more of Malaysia? Fret not! The tour operator will have a table near registration where delegates can reserve and pay for the tours.

SPOUSE TOURS

Coming to Malaysia and leaving your family behind? That's not a good idea! Our host got your spouse activities covered while you are busy networking and participating at our most exciting conference yet. Royal Museum tour, pewter smithing opportunities, a walk in the "World's Largest Walk-in Aviary", shop for local handicrafts, collectibles and souvenirs as well as a look at intricate Islamic arts gallery are all lined up throughout the week for your partners on first come first serve basis. All visits will also include photo-stop at various tourist attractions area including the iconic Twin Tower. Visit the tour operator table near registration to sign up for a spouse tour and learn more.



USD 50 MILLION
TRADE OPPORTUNITIES

Come & Visit...



MACCOPSTM
MALAYSIAN CARNIVAL OF COOPERATIVES'
PRODUCTS & SERVICES
KARNIVAL PRODUK & PERKHIDMATAN
KOPERASI MALAYSIA
2017

EMBRACE THE DIFFERENCE

MALAYSIA'S PREMIER COOPERATIVE PRODUCTS & SERVICES EVENT...

5 DAYS

50k VISITORS

150 BOOTHS

150 LOCAL COOPS & INTERNATIONAL COOPERATIVES

Sectors

- Finance
- Wholesale and Retail
- Technology and Innovation
- Plantation
- Agriculture and Agro-Based Industry
- Property Development
- Tourism, Personal Care and Healthcare
- Community

15 - 19 NOVEMBER 2017 | 10am - 10pm

SUNWAY PYRAMID CONVENTION CENTRE

www.maccops.coop

Main Organizer



<http://www.angkasa.coop>

Co-Organizer



@maccops2017
@maccops2017
@MaccopsAngkasa



Stories.coop
SHARING EXPERIENCES

Demonstrate to the globe the benefits of the cooperative way of doing business, through *your story of cooperation*.

Stories.coop – Browse, Connect, Share, Inspire.
www.stories.coop



WORLD CO-OPERATIVE MONITOR 2017

now available

SUBMIT YOUR DATA TODAY FOR THE NEXT EDITION!



visit monitor.coop





THE PREMIER GLOBAL EVENT FOR
CREDIT UNIONS

2018 WORLD CREDIT UNION CONFERENCE

Join the World Council of Credit Unions as we head to Singapore for the 2018 World Credit Union Conference.

Serving as a gateway to Asia, Singapore is a global financial hub that offers a vibrant mix of cultures and culinary delights.



Welcome & Enjoy Your Stay
COOP Hotel, Sofia



www.coophotel.bg

CCU - Bulgaria

info@coophotel.bg



WWW.WCUC.ORG

.COOP

The domain that means business.

Switched-on co-ops know; a .coop address is a powerful marketing tool.

.coop helps you stand out online, telling the world that you are a different type of business.

.coop tells customers that your organization is ethical, owned and controlled by your members.

.coop says you're determined to offer better service and more value than a conventional shareholder-owned business.

.coop says you're great to do business with.

To find out more about the value a .coop domain can bring to your co-op, visit www.coop or contact us at cooperate@www.coop

*Why dot-com
when you can
dot-cooperate?*

.COOP

The dot that says a lot





**International Co-operative Alliance
Global Conference
and General Assembly**

14-17 November 2017, Kuala Lumpur, Malaysia
www.malaysia2017.coop

Co-operatives: Putting People at the Centre Of Development

Would like to thank you for your support

Merci pour votre soutien

Gracias por vuestro apoyo

SPONSORS



SERVICE PROVIDERS



OFFICIAL VENUE



OFFICIAL CONTRACTORS



OFFICIAL LIMO PROVIDER



PARTNERS





**Global Conference and
General Assembly**



**Co-operatives: Putting people
at the centre of development**



www.malaysia2017.coop

www.ica.coop

www.angkasa.coop