



i50/SDG Insights



Sustainability Resilience



22 October 2021 Mauritius **REGISTER NOW**



























EADERSHIP 5.0

SUSTAINABILITY & RESILIENCE

1-DAY INDUSTRY 5.0/SDG IMPLEMENTATION PROGRAMME **LEADERSHIP 5.0 MASTERCLASS**

Mauritius, 22 October 2021

Sustainability & Resilience benchmark against other successful business cases & discuss Implementation-focused Crucial Enablers with Industry 5.0 & SDG experts and industry peers.

The learning outcomes are:

- Acquire proven resolution of the Industry 5.0/SDG & Digitalization Implementation Issues
- Showcase successful Industry 5.0/SDG techniques/technologies, solutions Digitalization ecosystems
- Understand from the experiential sharing the latest techniques/technologies, emerging operational excellence & leadership skills to be 5.0/SDG Ready in an integrated ecosystem
- ❖ Valuable Knowledge Exchange & Networking Platform for leadership 5.0/SDG insights, technique/technology applications, Sandbox ideas & challenges, case studies, group discussions & practical approaches
- * Assimilate from Learning Journeys through immersive experiences from 5.0/SDG Case Studies (Critical Success Factors, Values/KPI Benefits, Lessons Learnt, Trend Forecast & Policy Support)
- Outline 2022-2024 5.0/SDG Action Plan.

Outline & Update SMART 5.0/SDG Digital Economy Plans with alignment to Vision Mauritius/Africa, Asia, Europe, Australasia.

To remain successful in the years to come, organizations must incorporate Transformation 5.0/SDG so that their people are able to rapidly respond to a disruptive industry and operating environments. The time to act is NOW

Outline & Update SMART 5.0 **Digital/SDG Human Technology Economy Plans** with alignment to Tipping Point 2025.



TRANSFORMATION **PROGRAMME**

To remain successful in the years to come, organizations must incorporate Transformation 5.0 so that their people are able to rapidly respond to a disruptive industry & living environment.

The time to act is NOW











Map out 5.0 Strategy

Define the Create Transformation Initial Pilot Capabilities Projects Required

Apply Data Transform into Evolve the Analytics

a Digital Ecosystem Enterprise





22 October 2021, Mauritius



Industry 5.0 – Fundamental Shift in the way we Live, Work & Interact

10%



Industry 5.0 is here and now. Traditionally, organizations which have great leaders are more able to anticipate emerging challenges, more inspiring in leading the organizational changes and more successful in translating strategies into realities. We are living in exponential times where intensifying changes occur at an exponential speed:

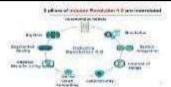
- The estimated 4 exabytes of unique information to be generated now exceed the previous 5,000 years
- Fortune survey found that just 10% of well-planned talent management programmes will prepare the upskilling of the desired Future 5.0 Leaders.

While jobs are destroyed, there are instances of larger job creation. The answer needs to be the triumph of hope over fear. How we respond now – the Line in the Sand – will baseline our future growth and successes.



Transformation 5.0 - Are We Ready?





Industry 5.0 ecosystem, in the context of Africa5.0, Asia5.0 & World5.0, must respond to the megatrends of futuristic digital transformation which are causing profound shifts across all industries. Accelerated effort is required, since most companies are estimated to be at Industry 2.5/3.5, to focus on bridging the gap, leveraging on the unknown and yet constantly emerging and meaningful exponential human technologies.

Industrial companies are transforming into fully digital enterprises, utilising big data, reducing costs on product development and placing massive emphasis on customer integration into industrial digital ecosystems (Digital FTZ).

Customers want a unique experience, forcing businesses to understand their individual pains and tailor products/services specific to what they need, providing Total Experience with hyper personalization.

Successful businesses anticipate change, develop bespoke digital products in the Digital Factory with agility and maximise their business growth.







5% 33% **500B**

Leadership Impact especially on pandemic-influenced digital operation readiness/resilience and competencies of leaders. Being digitally sophisticated means having:

- a. digital IQ, agility/mobility leadership and culture
- innovative, sustainable, customer-centric & personalized / individualized business models & collaboration (customer-specific adaptation).

Working in highly vertical-horizontal networked ways, with high risks/high rewards outcome, Industry 5.0 Leaders need to:

- 1. Adopt Total Experience business model approach with strongly demonstrated Leadership 5.0 practices especially in Remote Digital-First (RDF), Hypercombinatorial Automation and Anywhere-Everywhere
- Understand & leverage on big data and analytics (learning & acquiring intelligence) especially AI Engineering
- Incorporate IoT experience (multitude of integrated channels/devices to communicate & interact)
- Leverage on dynamic mobile devices (natural effective direct information exchanges)
- Focus on strategic value creation (leveraging on automation/robotics/additive manufacturing/mixed realities to work for you, thus enabling massively upskilled teams and organizations to think more strategically)
- Adopt quick-to-market, cost-effective cloud usage (use cloud-based secured solutions).

With Talent Readiness less than 5%, and Organization Advanced Preparation less than 33% in a Digital Economy of US500B Annual Digital Revenue and almost US1T Annual Industrial-sector Digital Technology Investment, Leadership 5.0 readies the employees to drive the required organisational change by changing mindset, and harnessing diversity/sustainability to achieve superior performance.







Group CEO & i50/SDG Secretariat Business Technovise International,

Meet the Masterclass Facilitators

i50/SDG Secretariat Chairman, Reimagining & Rethinking Innovative Sustainable Development

With the exponential changes brought about in exponential times by the emerging 5th Industrial Revolution in the midst of a global pandemic, it is really going to be survival for the FASTEST among the fittest - those who not only have a plan/blueprint but already strategically disintermediating and delivering SUSTAINABLE TOTAL EXPERIENCE business values in the Industry 5.0 era.

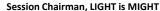
Delivered with specific examples across industries including the services industries (Digitalization 5.0) and referencing insights from other industries, the impactful 1- day i50/SDG Implementation Masterclass will be a benchmarking-setter from the external successful i50/SDG initiatives and a deafening wakeup call to internal leaders/stakeholders to implement a sustainable i50/SDG Plans - from awareness to the NEXT-LEVEL execution consciousness & Collective Future Leadership flawlessness. The time to act is HERE & NOW! TOGETHER, we must emerge from the current sprawling pandemic woods taller the trees.

Session Chairman, GROWTH Through CARE

Prior to joining the Mauritius Research and Innovation Council (MRIC) as Executive Director, Professor Theeshan BAHORUN PhD GOSK occupied a Chair position in Applied Biochemistry at the University of Mauritius. He was National Research Chair and National Research and Innovation Chair from 2012 to

He was awarded a Doctor at Sciences de la Vie et de la Santé in Biotechnology from the University of Lille I (France). He also holds a DEA Génie Enzymatique, Bioconversion et Microbiologie from Université de Technologies de Compiègne (France), a Maîtrisein Biochimie Alimentaire and a Licence in Biochemistry from University of Lille I (France).

He has more than 25 years of experience in biomedical research. He has been the Chairman of the Food and Agricultural Research Council and President of the Board of Governors of the University of Technology, Mauritius (UTM). He is currently the President of the Board of Directors of Polytechnics Mauritius, the President of the Society for Free Radical Research Africa (SFRR-Africa) and Vice President of the International Association of Medical and Biomedical Researchers (IAMBR). He is on several journal editorial boards and is the author/co-author of over 250 peer reviewed papers and communications



Mr Shateeaum SEWPAUL holds an MBA from Herriot Watt University, Scotland and Post Graduate Diploma in Business Administration from the same institution. He also holds distinctive certificates in Computer Science & Administrative Management from the City & Guilds of London Institute (UK) and from the Institute of Administrative Management (UK) respectively.

With more than 25 years of ICT management experience, Mr SEWPAUL is the General Manager of Harel Mallac Technologies Ltd since April 2016. Previously, he was the General Manager of a leading South African IT Brand (Distributor).

Harel Mallac Group is a key conglomerate that spans Manufacturing & Trading, Business Services & Asset Management.



Dr Keith THOMAS is the Director General of the University of Technology, Mauritius (UTM). Among the key initiatives undertaken at UTM, Dr THOMAS lends great emphasis on the unique Studying Locally, Learning Internationally programme designed to give the UTM students a wow learning experience, thereby positioning them strategically as the workforce of the future.

With a BA Joint Honours English Literature and French from the University of Liverpool, and a PhD in English from the University of Hertfordshire, Dr THOMAS has four decades of top-notch experience in international learning among others as Dean of Faculty of Education & Chief Operating Officer, UCSI University; Associate Head of School of Education, University of Hertfordshire; Education Advisor, LeapEd Services and Education Consultant,

Dr THOMAS is a champion of SDGs 5, 10 & 16 in pushing for gender equality, reduced inequality and, ensuring justice and strong governance.

Session Chairman, Merging MIGHT with RIGHT

Professor Dhanjay JHURRY is the Vice-Chancellor of the University of Mauritius (UoM) who is transforming the University into a research-engaged and entrepreneurial university. Previously, he held the post of National Research Chair in Biomaterials and Drug Delivery under the Mauritius Research Council while directing the Centre for Biomedical and Biomaterials Research (CBBR), a centre which he founded and which is attached to the University of Mauritius.

Professor JHURRY received his PhD in Polymer Chemistry from the Bordeaux University, France, He was a Research Chemist at Flamel Technologies Company in Lyon, France before becoming Lecturer-Professor in the Department of Chemistry at the University of Mauritius. His mainstream research in polymer science, biomaterials and tissue engineering, nanotechnology/nanomedicine and drug delivery has led to over 75 papers in scholarly journals.

Among the various national and international awards and recognition he received include first Mauritius Innovators Award, Chevalier dans l'Ordre des Palmes Académiques France, the first Best Mauritian Scientist Award, the Commander of the Star and Key of the Indian Ocean (CSK) Mauritius. Professor JHURRY is an elected member of the Association of Commonwealth Universities (ACU), a member of Ashinaga's Kenjin-Tatsujin International Advisory Council (Ashinaga Africa Initiative) and he was Vice-President of the COMESA Innovation Council.



san BAHORUN GOSK **Executive Director** Mauritius Research and Innovation



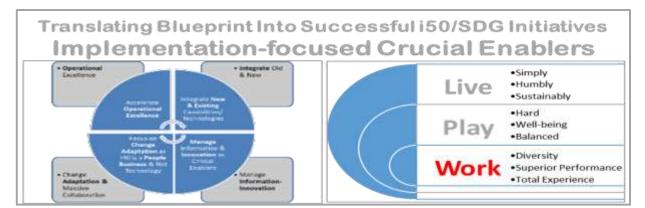
Shateeaum SEWPAUL General Manager Harel Mallac Technologies Ltd



Dr Keith THOMAS University of Technology, Mauritius



Prof Dhanjay JHURRY GOSK University of Mauritius











i50/SDG Case Studies (Strategy5.0, Process5.0, Technology5.0, Human Capital5.0): Sustainable BUSINESS Innovation, Sustainable ECONOMIC Growth, Affordable & EQUITABLE ACCESS for All, Green AI-ENABLED Efficiency & Productivity, Sustainable HUMAN Technological Innovations & Digital RESILIENCE, Inclusive, SAFE, RESILIENT & Sustainable SMART City, SUSTAINABLE BLUE Economy (SID/LDC), SUSTAINABLE Living Future, The Political, Wellbeing & Affluence Urban & Rural DIVIDE, SHARED PROSPERITY & Eradication of Extreme Poverty, Peaceful and INCLUSIVE SOCIETIES for Sustainable Development, TRANSFORMATIONAL CHANGE Across Society, The SUSTAINABLE Climate-Resilience Next Lap, Social Innovation Living Lab & 2022-2024 5.0/SDG Action Plan.

Unleashing the Sustainable Future Faith Must Triumph over Hope & Fear

00
REGISTRATION & OPENING
8-9am

01

9-11am

STRATEGY

- ➤ Industry 5.0 Today
- Key Insights & Lessons Learnt
- ➤ Case Studies 1-3
- ➤ Implementation Challenges & Guiding Principles
- ➤ Breakout 1
- ≻Q&A

02

11am-1:45pm

PROCESS

- ➤ Process 5.0 Today
- ➤ Key Insights & Lessons
- ➤ Case Studies 4-6
- ➤ Implementation Challenges & Guiding Principles
- ➤ Breakout 2
- ≻Q&A

05

ACTION PLAN 5.0 5:15-6pm 03

1:45-3:45pm

TECHNOLOGY

- ➤ Technology 5.0 Today
- ➤ Key Insights & Lessons Learnt
- ➤ Case Studies 7-9
- ➤ Implementation Challenges & Guiding Principles
- ➤ Breakout 3
- ≻Q&A

04

3:45-5:15pm

HUMAN CAPITAL

- ➤ Human Capital 5.0 Today
- ➤ Key Insights & Lessons Learnt
- ➤ Case Studies 10-12
- ➤ Implementation Challenges & Guiding Principles
- ➤ Breakout 4
- ≻Q&A

06INNOVATION 5.0
6:00-7:00PM

The TIME to ACT is Here & Now



1750

1800

1850

1900

1950

2011

2025









REIMAGINING & RETHINKING Innovative Sustainable Development Towards a Diverse Future Living



22 October 2021, Mauritius

The Sustainable Future is Faith Must Triumph over Hope & Fear





Reimagining & Rethinking Innovative Sustainable **Development - Towards a Diverse Future Living**



















22 OCTOBER 2021 8:30AM-5:30PM (GMT+4)

VIRTUAL & ON-PREMISES





GROWTH































ISO JOURNEY HUMAN TECHNOLOGY: FROM NEXT NORMAL TO NEXT LEVEL





Teom SYAtheriz











Implementation 5.0/SDG Key Learning Outcome:

- Acquire proven resolution of 5.0/SDG & Digitalization Implementation Issues
- ❖ Showcase successful Industry 5.0/SDG techniques/technologies ecosystems
- ❖ Understand the latest digital operational excellence/resilience to be 5.0/SDG Ready
- ❖ Valuable Knowledge Exchange & Networking Platform for leadership 5.0/SDG
- ❖ Assimilate from Learning Journeys through immersive experiences from 5.0/SDG Case Studies
- Outline 2022-2024 5.0/SDG Action Plan.





i40 MASTERCLASS Mauritius



4IR/i40 Innovative Next Normal Digital Working Transformation:

Thriving in the Global Pandemic Era

Following the past successful Leadership 4.0 events since 2017, Team SYNthesis (Mauritius & Africa) - together with its distinguished Industry 4.0 thought leaders, partners and practitioners from Americas, Europe, Asia & Africa – is conducting its 6th edition on 23 October 2020. It is a unique Masterclass which is blended with worldwide virtual participants and on-premises participants at Ravenala Attitude Hotel, Mauritius.



The 23 October 2020 Masterclass – draws expertise and implementation insights from local and international speakers from 5 continents - is designed for senior management (Clevel) decision makers and strategists, and is expected to draw public and private sectors' leaders from Africa/Mauritius, Asia, Europe & Canada.

The 2020 Masterclass specifically addresses pandemic-related challenge-responses through twelve (12) adroitly-chosen case studies covering four important focus areas, namely Strategy 4.0, Process 4.0, Technology 4.0 and Human Capital 4.0 to be delivered by thirteen (13) C-level international Speakers.



Mauritius 4.0

i40 MASTERCLASS







The 1-day Industry 4.0 **Implementation** Masterclass was held on September 2019. attended by about 30 local and international participants from all sectors and industries. Facilitated by three seasoned industry practitioners, the insights from successfully implemented i40 shared, projects were deliberated and incorporated into the best way forward to transform and create **Professional** 4.0. Workforce 4.0. Process 4.0. & MOT Organization and

Call for Action to implement the crafted Industry 4.0 (i40) Plan in the Leadership 4.0 Intermediate **Masterclass** drawing successful i40 **Implementation** insights received local and international multiparticipation from industry Mauritius, Malaysia, India and Singapore. This annual Implementation Masterclass will feature more i40 success stories in its next edition on 10 September 2020 (KL) & 23 October 2020 (Mauritius).







EXECUTIVE DEVELOPMENT PROGRAM

The Masterclass covered following key implementation considerations:

- a. Strategy 4.0, facilitated by Team SYNthesis CEO, Chee-Peng TAN
- b. Process 4.0, facilitated by Team SYNthesis Global Product Head, Joyce WONG
- c. Technology 4.0, facilitated by Team SYNthesis CEO, Chee-Peng TAN
- d. Human Capital 4.0. facilitated by NEUROCLOUD e. Action Plan 4.0, facilitated by Team SYNthesis CEO, Chee-Peng TAN.

With Industry 4.0 (i40) mobilitybased delivery mechanism, the following areas were discussed, deliberated in breakout sessions

- and objective evidence provided: a. Current Focus & Future Trends
- b. Value Driver, Challenge & Approach
- c. Three Case Studies highlighting successful outcome
- d. Lessons Learnt (Challenges & Insights)
- e. The Humanizing Approach.

The next edition of this annual event - the 10 September 2020 Implementation Masterclass - will further assist the participating companies to fine-tune their implementation Plans in their endeavor to be i40-ready by 2025. The time is **HERE** and NOW!



Malaysia 4.0.











Rebooting Strategic Innovation in the Industry 4.0 Era #Industry 4.0, #I40, #Leaders 4.0, #Leadership 4.0, #4IR, #Marritius 4.0, #Africa 4.0 THUTTE





25 October 2019, Mauritius



Malaysia 4.0 **i40 MASTERCLASS**



The 1-day Industry 4.0 Implementation Masterclass was held on September 2019. attended by about 30 local and international participants from sectors and industries. Facilitated three by seasoned industry practitioners, the insights from successfully implemented i40 shared, projects were deliberated and incorporated into the best way forward to transform and create **Professional** 4.0. Workforce 4.0. Process 4.0, & TOM Organization and Malaysia 4.0.

Call for Action to implement the crafted Industry 4.0 (i40) Plan in the Leadership 4.0 **Intermediate** Masterclass drawing successful **Implementation** i40 insights received local and international multiparticipation industry from Mauritius, Malaysia, India and Singapore. This annual Implementation Masterclass will more i40 success stories in its next edition on 10 September 2020 (KL) & 23 October 2020 (Mauritius).





The Masterclass covered following key implementation considerations:

- a. Strategy 4.0, facilitated by Team SYNthesis CEO, Chee-Peng TAN
- b. Process 4.0, facilitated by Team SYNthesis Global Product Head, Joyce WONG
- c. Technology 4.0, facilitated by Team SYNthesis CEO, Chee-Peng TAN
- d. Human Capital 4.0, facilitated by NEUROCLOUD e. Action Plan 4.0. facilitated by Team SYNthesis CEO, Chee-Peng TAN.

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- e. The Humanizing Approach.

The next edition of this annual event - the 10 September 2020 Implementation Masterclass - will further assist the participating companies to fine-tune their implementation Plans in their endeavor to be i40-ready by The time is **HERE** and 2025 NOW!









INDUSTRY 4.0 CONFERENCE



Mauritius & Africa 4.0 i40 MASTERCLASS



The 1-day Industry 4.0 **Implementation** Masterclass was held on October 2018. attended by about 50 local and international participants from all sectors and industries. Facilitated by two seasoned industry practitioners, the insights from successfully implemented i40 shared, projects were deliberated and incorporated into the best way forward to transform and create **Professional** 4.0. Workforce 4.0. Process & TOM 4.0. Organization 4.0 and Mauritius 4.0.

Call for Action to implement the crafted Industry 4.0 (i40) Plan in the Leadership 4.0 Intermediate Masterclass drawing successful **Implementation** i40 insights international received local and multiparticipation from Mauritius. industry Malaysia, India and Singapore. This annual Implementation Masterclass will feature more i40 success stories in its next edition on 26 September 2019 (KL) & 25 October 2019 (Mauritius).







The Masterclass covered the following key implementation considerations:

- Strategy 4.0, facilitated by Team SYNthesis CEO, Chee-Peng TAN
- b. Process 4.0, facilitated by Team SYNthesis CEO, Chee-Peng TAN c. Technology 4.0, facilitated by Aetheis CEO,
- Marc ISRAEL
- d. Human Capital 4.0, facilitated by Team SYNthesis CEO, Chee-Peng TAN
- e. Action Plan 4.0, facilitated by Team SYNthesis CEO, Chee-Peng TAN.

With Industry 4.0 (i40) **mobility-based** delivery mechanism, the following areas were discussed, deliberated in breakout sessions and objective evidence provided:

- a. Current Focus & Future Trends
- b. Value Driver, Challenge & Approach
- c. Three Case Studies highlighting successful outcome
- d. Lessons Learnt (Challenges & Insights)
- e. The Humanizing Approach.

The next edition of this annual eyent — the 25 October 2019 implementation Masterclass - will further assist the participating companies to fine-tune their i40 implementation Plans in their endeavor to be i40-ready by 2025. The time is HERE and NOW!













Mauritius & Africa 4.0 i40 BLUEPRINTING



The 2-day Industry 4.0 Blueprinting Conference, officiated bν the Honourable Vice Prime Minister, Mrs Fazila JEEWA-DAUREEAWOO, was held on 26-27 2018, September attended by about 200 local and international participants from sectors and industries. About 15 Distinguished Speakers – from Europe, Asia, USA, Africa and Mauritius, and 34 local international and Panellists engaged and deliberated on the best forward wav transform and create



Call for Action to craft the Industry 4.0 (i40) the Leadership 4.0 Workshop programme focusing on i40 Blueprinting received local and international multiindustry participation supported by the PMO, and arguably the largest gathering of key i40 Thought Leaders and Distinguished Speakers from Europe, Asia, USA & Africa. Follow-up 26 October 2018 Masterclass implementation insights promises organizations that have crossed the i40











The Conference has 5 high interactive and intense 270-min Panel sessions covering 76 key areas of interest in the following tracks:

- a. Business 4.0, chaired by Team SYNthesis CEO, Chee-Peng TAN
- b. Industry 4.0, chaired by MITIA President, Dev SUNNASY
- c. Technology 4.0, chaired by Harel Mallac Technologies GM, Shateeaum SEWPAUL
- d. Human Capital 4.0, chaired by ex MauBank CEO, Sridhar NAGARAJAN
- e. Socio-Economic Development 4.0, chaired by EDB Chairman, Charles CARTIER.

Uniquely organized with Industry 4.0 (i40) mobilitybased delivery mechanism, leading local and international i40 practitioners deliberated and shared the lessons learnt from successful i40 initiatives around the world which would enable participating companies to commence their planning activities with hindsights, insights and wisdom.

The follow-up 26 October 2018 i40 Implementation Masterclass will assist the participating companies to fine-tune their i40 implementation Plans in their endeavor to be i40-ready by 2025. The time is HERE and NOW!









Mauritius & Africa 4.0 i40 PRIMER



Line in the Sand drawn in the Leadership 4.0 Primer with enthusiastic multi-industry participation supported by key thought leaders and distinguished speakers from Asia & Africa. Follow-up 26-27 September 2018 Conference promises even greater coverage and insights



100 More than delegates across the key industries of FSI. Hospitality, Sugar, Textile, ICT. Media, SME. Construction. Automotive. **Professional** Services. Education, Medical, Logistics & Transportation, **Public** Sector and Manufacturing participated enthusiastically and could now craft blueprints and action plans to address the impacts to Businesses, Government, Society & Individuals in Mauritius supported the adaptive leadership to be compassionate and

engaging.



More than 12 Keynote and distinguished **Industry Guest Speakers** graced the occasion to share insights οf Industry 4.0 & Digitalization, the current state of Industry 4.0 and the Digitalization Ecosystem in Mauritius as well as the **Emerging** Technologies, Operational Excellence & Leadership 4.0-ready

Artificial Intelligence (AI) & Big Data, Robotics, IIOTs, Cloud Computing, Augmented Reality, FinTech-SMART Factory-SMART Farming-SMART Textile-SMART Hospitality, Disintermediation & Disruptive Innovation, CyberSecurity, STEM, Digital Economy, Digital Employees, Digital IQ & Leadership 4.0









TRANSFORMATION 5.0 LEADERSHIP MAURITIUS 22 OCTOBER 2021

		PARTICIPANT	DETAILS	
Title (Mr/Mrs/Ms/Prof/Dr):		Family Name (Surname):	First Name	
Organization Name		BRN No.	Designation	
Organization Contact No		Organization Email	Meal Preference □ Veg □ Non-Veggie	
Mobile No with WhatsApp		Personal Email	Date of Birth	
REGISTRATION DETAILS Leadership 5.0 Masterclass, Mauritius 22 nd October 2021 (1-day Industry 5.0/SDG Implementation Masterclass)			PAYMENT INFORMATION Please invoice my company/organisation and payment will be made prior to the start of the Course. PAYMENT METHOD The only method of payment acceptable is via Telegraphic	
S/N	Participation Option On-premises* (physically in Mauritius)	Fees Number of Participants Rs 18,000/pax	Transfer to the bank account of the Team SYNthesis (Mauritius & Africa) Ltd. Payment must be received 10 days before the start of the course.	
2 Virtual/Online USD 350/pax * MQA-approved under Course Title: Leadership 4.0 Masterclass			Swift Code: MCBLMUMU Account Name: Team SYNthesis (Mauritius & Africa) Ltd Bank Account No: 000 440 851 416 Bank Name: The Mauritius Commercial Bank Ltd Bank Address: 9-15, Sir William Newton Street Port Louis 11328 Mauritius	
		<i>''</i>	CONFIRMATION 1. Registration is on a first-come-first-served basis 2. To confirm your registration(s), all registration form(s) must be accompanied with proof of payment	
ENQURIES & REGISTRATION Team SYNthesis (Mauritius & Africa) Ltd 4A Hitchcock Avenue, Quatre Bornes Tel: (230) 465-0048 / 454-6730 / 5256-3090 / 454-7719		Q	NENUE & ACCOMODATION Blended (Virtual/On-Premises The Ravenala Attitude, Balaclava, Mauritius)	
	30) 454-6730 50Secretariat@teamsynthesis.com		Email: mice@ravenala.com Tel: (230) 204 38 20	
http://ww	ow.teamsynthesis.net/PLCPortal/Public tails (website): http://www.teamsynthe		**The organizers reserve the rights to change the venue at their discretion	

[PAYMENT POLICY] Payment is due in full at the time of registration. Full payment is mandatory for event attendance.

[CANCELLATIONS & SUBSTITUTIONS] You may substitute participants at least 5 working days prior to the beginning of the Course. Cancellations will be refunded only if made in writing at least 10 days prior to the beginning of the Course. If you were accorded special rates but the person replacing you does not qualify, the difference will have to be topped up. The full name and details of the replacement person must be advised in writing to the Course Secretariat is 150Secretariatal in 150Secretariatal i

[COURSE DELIVERY] If on-premises training is not permissible by law, the session will be converted to virtual/online/blended automatically.

