

REGISTER BY 31ST MAY TO SAVE £400  
REGISTER BY 30TH JUNE TO SAVE £300  
REGISTER BY 31ST AUGUST TO SAVE £200

SAE MEDIA  
GROUP

SAE Media Group Proudly Present the 3rd Annual Conference...

# Wearable Injectors and Connected Devices Conference

Strategies to advance digital health and on-body  
drug devices for large volume delivery

Hilton London Kensington, London, UK

CONFERENCE:  
10TH - 11TH  
WORKSHOPS: 12TH

OCT  
2022



## KEY REASONS TO ATTEND:

- **Engage** with key regulatory updates surrounding digital health and medical devices
- **Discover** advances in device design and development for large volume delivery via on-body injectors
- **Explore** the key drivers of the industry, including the growing development of highly viscous drugs accelerating the development of on-body injectors
- **Hear** insights into the growing potential of digital health to improve patient experience and treatment
- **Engage** in design strategy approaches for connected drug delivery devices

## CHAIRS FOR 2022:



Min Wei,  
Senior Director,  
AstraZeneca



Cedric Gysel,  
Manager, Health Care Solutions and Design,  
Johnson & Johnson

## FEATURED 2022 SPEAKERS INCLUDE:

- Bjorg Hunter, Director, Novo Nordisk
- Blaine Martin, Director, Medical Device Customer Success & Training, Merck
- Harminder Mudhar, Associate Director, AstraZeneca
- Arabe Ahmed, Medicinal Technical Specialist, BSI
- Ali Matour, Senior Device Engineer, GSK
- Benjamin Werner, Primary Packaging and Process Development Specialist, Boehringer Ingelheim
- Geraint Davies, Principal Human Factors Engineer, Roche
- Samir Shah, Director, AstraZeneca

PLUS ONE INTERACTIVE HALF-DAY POST-CONFERENCE WORKSHOP  
WEDNESDAY 12TH OCTOBER 2022, HILTON, KENSINGTON, LONDON UK

Key Challenges and Future Needs for a Successful Product for Targeted Patients

Workshop Leader:  
Xavier Donnette, Senior Consultant  
8.30 - 12.30

Sponsored by:



[www.wearable-injectors.co.uk](http://www.wearable-injectors.co.uk)

Register online or fax your registration to +44 (0) 870 9090 712 or call +44 (0) 870 9090 711

SMi Group Ltd trading as SAE Media Group



SAE Media Group Pharma  
@SAEMGPharma  
#WearableInjectors

### LETTER FROM THE CHAIRS:

It is with great pleasure that we invite you to SAE Media Group's Wearable Injectors and Connected Devices conference, taking place on the 10th – 11th October 2022 in London.

As part of SAE Media Group's leading series of conferences, this year's event will bring together expertise from individuals within the Wearable Injectors and Connected Devices field. The two-day conference will offer a series of presentations, through which you will gain insight into the latest developments in on-body devices and advancements in digital health.

The conference will consider the latest developments in the design and development of large wearable injectors as well as the latest digital applications and advancement in digitalised health. The conference will cover the key regulatory updates surrounding on-body devices and connected devices. Key drivers for the need of wearable devices and the importance of user-centric design will be covered.

Following the main event, two post-conference workshops will be held on Wednesday 12th October 2022 focusing on design approaches for wearable injectors, and challenges and future needs for a successful product for targeted patients.

As the chairs of this conference, we look forward to welcoming you to this must-attend event in London this October.

Yours Sincerely,



**Min Wei**,  
Senior Director,  
AstraZeneca



**Cedric Gysel**,  
Manager, Health Care  
Solutions and Design,  
Johnson & Johnson

### 08.00 Registration & Coffee

### 09.00 Chairs' Opening Remarks

**Min Wei**, Senior Director, AstraZeneca  
**Cedric Gysel**, Manager, Health Care Solutions and Design,  
Johnson & Johnson

## WEARABLE DEVICE DEVELOPMENT AND DESIGN PART 1

### OPENING ADDRESS



### 09.10 Wearable Devices: from development to end-of-life

- Introduction to device and packaging development
- Case study on wearable device
- Case study on wearable device end-of-life, and considering sustainability, device disassembly and circular materials
- Discussion of FPA: developing an end-of-life product standard-considerations and design principles

**Cedric Gysel**, Manager, Health Care Solutions and Design,  
Johnson & Johnson

### 09.50 Lessons learned: on-body delivery system design and development

- Learning from user experiences in early development of delivery systems
- Current regulatory guidance for wearable devices and understanding international requirements
- Case Study: designing patient-centric on-body delivery systems
- How have we seen device design evolving in recent years and a future forecast

**Amber Witteman**, Founder, Managing Director, Ebenbroth B.V. - EPIWatch

### 10.30 Morning Coffee

### 11.00 Centralising scientific and medical input to wearable injectors and connected devices

- Insight into centralising device input and supporting the development of connected devices and wearable injectors
- Importance of implementing wearable devices and digital platforms from a pharma perspective
- Case study on the process of on-body injector development
- Assessing the safety of medical devices and digital health: impact of digital assets on pharmacovigilance

**Harminder Mudhar**, Associate Director, AstraZeneca

### 11.40 Solving drug delivery device challenges with high performance polymers

- Traditional materials, such as commodity polymers and metals, can be used for some applications, but what happens when there are multiple engineering requirements for components that have complex designs and need to operate with precision over a long lifetime?
- Increasingly, designers are looking to high-performance polymers for answers. Without a doubt, poly-ether-ether-ketone (PEEK) is one of the highest performing polymers, and one that can support multiple engineering requirements including weight, space optimisation, thermal environments and complex miniaturised electronic components.
- Dr Jarman-Smith will present concept designs for next generation drug delivery devices with complex engineering requirements, including a smart, wearable injectable patch pump with the electronics are sintered directly into a PEEK polymer casing to create an antenna to communicate wirelessly via Bluetooth.

**Marcus Jarman-Smith**, Strategic Marketing Manager and  
New Business Development, Victrex plc



### 12.20 Networking Lunch

## CONNECTED PLATFORMS AND PATIENT CENTRICITY

### 13.20 Using Patient Centric Design to develop engaging Patient Medical Device Training

- Patient and user considerations for the design of digital training solutions that connect with patients and caregivers
- Considering patient experience and how emerging technologies can enhance patient adoption and treatment compliance
- Case study examples
- Discussion of digital tools and services to support patients in using their devices

**Blaine Martin**, Director, Medical Device Customer Success & Training,  
Merck

### 14.00 Deriving Value From Digital: Enhancing the Use Experience Through Connected Devices

- How technologically enriched Human Factors studies have increased learnings, accelerated design decision-making, and reduced the evidence burden of a successful design
- Current state of digitally-enabled study devices, and how existing technologies can be applied to the medical device development process
- Future technologies and applications of digital devices

**Alex Turner**, Electronics and Software Engineer,  
Crux Product Design Ltd



### 14.40 Afternoon Tea

### 15.10 Behaviour Design for digital health solutions

- Discussion about the importance of patient engagement for successful digital health interventions
- Discussion about the principle of human behaviour and particularly how it relates to adherence
- Introduction to behaviour design process and how it can be applied to digital health

**Geraint Davies**, Principal Human Factors Engineer, Roche

### 15.50 Smart solutions to practical problems: connected health and human centred design

- The practical and personal problems of self-injection
- Connected injectors and their role in expanding patient support
- Improving the patient journey using digital technology and tools such as companion apps
- Insight into developing a connected eco-system
- Case study on ecosystem product

**Soeren Skov**, Senior Human Factors / User experience Engineer, Novartis

### 16.30 Chairs' Closing Remarks and Close of Day One

### SPONSORSHIP AND EXHIBITION OPPORTUNITIES

SAE Media Group offer sponsorship, exhibition, advertising and branding packages, uniquely tailored to complement your company's marketing strategy. Prime networking opportunities exist to entertain, enhance and expand your client base within the context of an independent discussion specific to your industry. Should you wish to join the increasing number of companies benefiting from sponsoring our conferences please call: Andrew Gibbons on +44 (0) 20 7827 6156 or email: andrew.gibbons@saemediagroup.com


08.30 Registration & Coffee

09.00 Chairs' Opening Remarks

Min Wei, Senior Director, AstraZeneca

### WEARABLE DEVICE DEVELOPMENT AND DESIGN PART 2

#### OPENING ADDRESS

09.10 An industry outlook for wearable injector development 

- An overview of the current wearable injector landscape
- Discussion of the new ISO-11608-6 and the impact of this
- Development considerations for primary containers used in wearable injectors
- Development considerations for fluid path within a wearable injector device
- An outlook to the future: broader collaboration is needed for developing complex wearable injector devices

Min Wei, Senior Director, AstraZeneca

09.50 Evaluation of different on-body injectors for biologicals

- Essential performance requirements
- Characterization of the siliconization
- Particulate matters

Jan Schuhholz, Scientist, Boehringer Ingelheim Pharma GmbH & Co. KG

10.30 Morning Coffee

11.00 Comparing primary packaging for oncolytic drug development

- Discussion of quality assurance and container closure integrity (CCI)
- Mechanical and compatibility considerations
- Comparison of the use of glass and polymer for container functionality of sustained injectable delivery

Ina Rianasari, Head of Laboratory, Boehringer Ingelheim Pharma GmbH & Co. KG

11.40 Wearable Injectors: Latest Devices and Recent Trends

- An overview of the current wearable injector landscape
- Increasing competition from non-wearable devices
- Current good practice in wearable injector design
- International standard progress such as the new ISO-11608-6 and their implications
- Future outlook

Tom Oakley, Director of Drug Delivery, Springboard

12.20 Networking Lunch

13.20 Wearable Injector Battery Selection and Power Budget Management

- A wearable injector is usually an electromechanical device powered by batteries. It is critical to select the battery properly. This presentation will focus on:
  - Battery selection
  - Power budget management
  - System power characterization technique
  - Battery characterization technique

Zheng Ling, Associate Director, Alexion

### REGULATORY OUTLOOK

14.00 Regulatory Challenges in the Development of Digital Health 

- Managing regulatory submissions of connected devices
- Assessing the classification of connected devices- should the device follow the classification of the medical device or should it have its own classification?
- Exploring the impact of classification on development
- Discussion of the need for improved guidance and harmonization of global regulations and the importance of consistency
- Outlook on the development of connected devices

Bjorg Hunter, Director, Novo Nordisk

14.40 Afternoon Tea

15.10 Connected Devices and Drug Combination Products Under MDR (Article 117)

- Introduction to Article 117 and what it means
- Discussion of the impact of MDR on connected devices and drug combination products
- Insight into manufacturer responsibilities
- Exploring evidence and fulfilment of the General Safety and Performance Requirements (GSPRs)

Arabe Ahmed, Medicinal Technical Specialist, BSI

15.50 What is Electromagnetic Compatibility and Why do Regulators Want me to Comply?

- Disasters attributed by electromagnetic disturbances
- What is 60601-1-2 and what do all the terms mean?
- Why regulators still ask for testing on electronics while relaxing requirements on software

Samir Shah, Director, AstraZeneca

16.30 Chairs' Closing Remarks and Close of Day Two

SAE Media Group is offering companies the opportunity to partner on our dedicated events in order to help raise your company profile, add value, create awareness of your products/services to our key audience within the pharmaceutical industry. Interested in partnering?

Contact Nikisha Galoria, Marketing Executive on +44 (0) 20 7827 6154 | Nikisha.Galoria@saemediagroup.com

Official Media Partner



Supporting Media Partners



**POST-CONFERENCE WORKSHOP**  
08.30 - 12.30

Workshop Leader:  
**Xavier Donnette,**  
Senior Consultant



## Key Challenges and future needs for a successful product for targeted patients

### Workshop Overview:

This workshop split into 4 sessions aim to support pharma and device developers to identify key requirements of a wearable device, challenges and highlight need of partnership to make an OBDS combination product a success for the targeted patients.

### Why you should attend:

- Identification of unforeseen requirements
- Challenges to be overcome
- Partnership, a winning spirit
- What's next? What are the future needs for wearable devices?

### About the workshop leaders:

Xavier has a MS degree in mechanical engineering from ENSAM – Elite National Higher School of Skills and Professions. He has 20+ years industry experience in different fields. As a freelancer, founder and CEO of XADE consulting, he supports pharmaceutical companies and device manufacturers to develop combination products and medical devices. His career started as a mechanical designer in automotive and electrical industry before moving into pharmaceutical industry as a design team leader. For the past 15 years, he supported companies such as Aptar, Astra Zeneca and Sandoz in the development of Dry Powder Inhalers (e.g. Prohaler), pressurized Metered Dose Inhalers, nasal pumps, insulin pens, wearable devices supporting from marketing definitions and human factor requirements to industrialization.

### Programme

**13.00 Registration and Coffee**

**13.30 Opening Remarks**

**13.40 Session 1: Understanding key requirements from pharma for on body devices**

- Patient indication specificities (age, impairments, skin, )
- Human Factors (wearability, informations, connectivity)
- Design / injection specification
- Green / Sustainability

**14.20 Session 2: Common challenges working with device developers on a wearable platform (regulatory submissions, details needed from device developer etc)**

- Regulatory
- DMF/MAF of device or technical details
- Global shortage of components

**15.00 Afternoon Tea**

**15.30 Session 3: How device developers and pharma can work together for a successful product collaboration**

- DP compatibility
- patient compatibility (adhesive/skin, needles, device size, visual & audible indications, HF/ergonomy)
- Primary Function, Essential Performance, SW Classification definitions / alignment
- Green / recycling

**16.10 Session 4: Looking to the next 5-10 years what will be required from wearable devices for evolving therapeutic pipelines**

- Wearable devices for which indication? For what kind of patient?
- Connectivity, a necessity or a useless option?
- What route of administration?
- What volumes?

**16.50 Closing Remarks**

**17.00 End of Workshop**

## INFOGRAPHICS

### NETWORKING OPPORTUNITIES

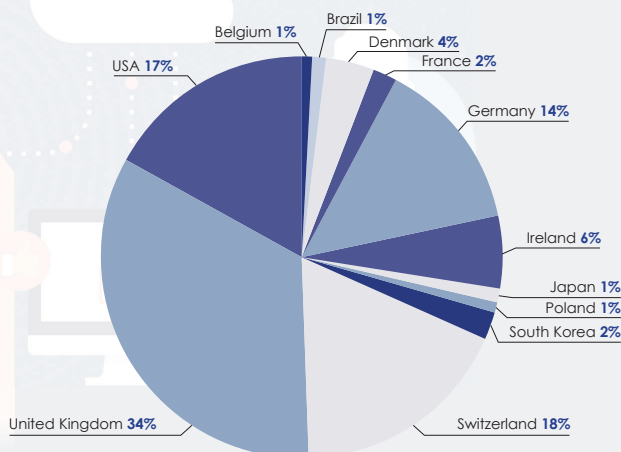


**70+**  
Industry professionals from US and beyond



**10+**  
Dedicated hours of networking

### ATTENDEE BREAKDOWN



## SAE MEDIA GROUP UPCOMING PHARMACEUTICAL EVENTS

### OCTOBER 2022

**Biosensors for Medical Wearables**  
24th - 25th October 2022, Boston, USA

### NOVEMBER 2022

**Medical Devices and IVD**  
14th - 15th November 2022, London, UK

### JANUARY 2023

**Pre-Filled Syringes and Injectable Drug Devices**  
10th - 12th January 2023, London, UK

**Transdermal and Microneedle Delivery**  
23rd - 24th January 2023, London, UK

### FEBRUARY 2023

**Wearable Injectors USA**  
20th - 21st February 2023, Boston, USA

### APRIL 2023

**Pre-Filled Syringes East Coast**  
25th - 27th April 2023, Boston, USA

# Wearable Injectors and Connected Devices Conference

[www.wearable-injectors.co.uk](http://www.wearable-injectors.co.uk)

Sponsored by



**Altek** We are awarded by global medical brands for OEM & ODM of intelligent insulin delivery systems, etc. We continue to develop optimum technologies and superior manufacturing solutions to serve medical device brand companies. <http://altekmed.com/sponsor>



**Crux** was founded to address challenging technical briefs and deliver compelling solutions for the drug delivery and medical device sectors. Based in Bristol, United Kingdom, our technical team champion evidence-based problem solving, coupling world-class equipment, software and facilities with a scientific approach to maximise success. Be it discovering unmet user needs, developing novel products or deploying new technologies, our team are dedicated to solving our client's biggest problems. [www.cruxproductdesign.com](http://www.cruxproductdesign.com)



**DCA** is one of the world's leading product design consultancies, with an exceptional record of developing drug delivery devices from strategy, through technical delivery, to market success. We can provide expert support for device strategy, due diligence, mechanical engineering, connectivity, medical device software, electronics, usability, industrial design, industrialisation support, packaging and instruction design. [www.dca-design.com](http://www.dca-design.com)



**Digital Mobile Innovations (DMI)** is a global professional services company that specialises in digital strategy, design, transformation, and support. Possessing extensive experience with global pharmaceutical organisations, medical device manufacturers, and national healthcare systems, DMI understands the complexities health organisations face in an evolving connected world. Whether defining new digital strategies to improve the quality of patient care, embedding IoT wearables and medical grade devices into connected health platforms and mobile apps, or to streamline clinical trials, we're driven to help you succeed. <https://dminc.com/>



**Mikron Automation** is the leading partner for scalable and customized assembly systems – from the first idea to the highest performance solutions. Distinguished by a commitment to innovation, flexibility, unparalleled customer service, and an evolving platform portfolio, Mikron delivers state-of-the-industry solutions to the most complex assembly and testing demands. [www.mikron.com/automation-solutions](http://www.mikron.com/automation-solutions)



Together with its customers, the medical technology company is breaking new ground to improve the diagnosis and treatment of diseases. In doing so, **Raumedic** focuses on polymer-based solutions for medical and pharmaceutical applications, as well as on products for intensive care. Raumedic has a global presence and a headcount of approximately 1,000. In its core markets of Europe and North America, the company manufactures using its own clean room production facilities. [www.raumedic.com](http://www.raumedic.com)



**Sensirion** is one of the world's leading developers and manufacturers of sensors and sensor solutions that improve efficiency, health, safety, and comfort. Their sensors can be used to measure a wide range of environmental parameters and flow rates precisely and reliably. As a pioneer in innovation, Sensirion develops solutions for the specific needs of customers and partners from the automotive, industrial, medical technology and consumer electronics markets. Meet Sensirion at the Wearable Injectors and Connected Devices Conference and learn more about their sensor solutions for subcutaneous drug delivery. <https://sensirion.com/products/applications/medical/>



**Victrex** is an innovative world leader in high performance polymer solutions, focused on the strategic markets of automotive, aerospace, energy (including manufacturing & engineering), electronics and medical. Every day, millions of people use products and applications which contain our sustainable materials – from smartphones, aeroplanes and cars to oil and gas operations and medical devices. With over 40 years' experience, we develop world leading solutions in PEEK and PAEK based polymers, semi-finished and finished parts which shape future performance for our customers and our markets, provide environmental and societal benefits, and drive value for our shareholders. Find out more at [www.victrex.com](http://www.victrex.com)

Register online at [www.biosensors-medical-wear.com](http://www.biosensors-medical-wear.com)

# WEARABLE INJECTORS AND CONNECTED DEVICES CONFERENCE

Conference: Monday 10th & Tuesday 11th October 2022, London, UK | Workshops: Wednesday 12th October 2022, London, UK

## 4 WAYS TO REGISTER

[www.wearable-injectors.co.uk](http://www.wearable-injectors.co.uk)

FAX your booking form to +44 (0) 870 9090 712  
PHONE on +44 (0) 870 9090 711

POST your booking form to: Events Team, SAE Media Group,  
India House, 45 Curlew Street, London, SE1 2ND, UK

Unique Reference Number	
Our Reference	P-384

### DELEGATE DETAILS

Please complete fully and clearly in capital letters. Please photocopy for additional delegates.

Title: Forename: \_\_\_\_\_

Surname: \_\_\_\_\_

Job Title: \_\_\_\_\_

Department/Division: \_\_\_\_\_

Company/Organisation: \_\_\_\_\_

Email: \_\_\_\_\_

If you would like to continue to receive email updates about our events, please tick

Company VAT Number: \_\_\_\_\_

Address: \_\_\_\_\_

Town/City: \_\_\_\_\_

Post/Zip Code: \_\_\_\_\_ Country: \_\_\_\_\_

Direct Tel: \_\_\_\_\_ Direct Fax: \_\_\_\_\_

Mobile: \_\_\_\_\_

Switchboard: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I agree to be bound by SAE Media Group Terms and Conditions of Booking

#### ACCOUNTS DEPT

Title: Forename: \_\_\_\_\_

Surname: \_\_\_\_\_

Email: \_\_\_\_\_

Address (if different from above): \_\_\_\_\_

Town/City: \_\_\_\_\_

Post/Zip Code: \_\_\_\_\_ Country: \_\_\_\_\_

Direct Tel: \_\_\_\_\_ Direct Fax: \_\_\_\_\_

### VENUE London, UK

Please contact me to book my hotel  
Alternatively call us on +44 (0) 870 9090 711,  
email: [events@saemediagroup.com](mailto:events@saemediagroup.com) or fax +44 (0) 870 9090 712

### Terms and Conditions of Booking

**Payment:** If payment is not made at the time of booking, then an invoice will be issued and must be paid immediately and prior to the start of the event. If payment has not been received then credit card details will be requested and payment taken before entry to the event. Bookings within 7 days of event require payment on booking. Access to the Document Portal will not be given until payment has been received.

**Substitutions/Name Changes:** If you are unable to attend you may nominate, in writing, another delegate to take your place at any time prior to the start of the event. Two or more delegates may not 'share' a place at an event. Please make separate bookings for each delegate.

**Cancellation:** If you wish to cancel your attendance at an event and you are unable to send a substitute, then we will refund/credit 50% of the due fee less a £50 administration charge, providing that cancellation is made in writing and received at least 28 days prior to the start of the event. Regrettably cancellation after this time cannot be accepted. We will however provide the conference documentation via the Document Portal to any delegate who has paid but is unable to attend for any reason. Due to the interactive nature of the Briefings we are not normally able to provide documentation in these circumstances. We cannot accept cancellations of orders placed for Documentation or the Document Portal as these are reproduced specifically to order. If we have to cancel the event for any reason, then we will make a full refund immediately, but disclaim any further liability.

**Alterations:** It may become necessary for us to make alterations to the content, speakers, timing, venue or date of the event compared to the advertised programme.

**Privacy policy / Opt Out:** For full details on our privacy policy please go to <http://www.smgconferences.com/privacy-legals/privacy-policy>. If you no longer wish to receive email updates you can opt out by going to the following webpage <http://www.smgconferences.com/opt-out>

### EARLY BIRD DISCOUNT

- Book by 31st May to receive £400 off the conference price
- Book by 30th June to receive £300 off the conference price
- Book by 31st August to receive £200 off the conference price

### CONFERENCE PRICES GROUP DISCOUNTS AVAILABLE

I would like to attend: (Please tick as appropriate) Fee VAT Total

#### IN-PERSON ATTENDANCE

- |  |          |       |          |
|--|----------|-------|----------|
| <input type="checkbox"/> Conference & Workshop | £2398.00 | + VAT | £2877.60 |
| <input type="checkbox"/> Conference only       | £1799.00 | + VAT | £2158.80 |
| <input type="checkbox"/> Workshop only         | £599.00  | + VAT | £718.80  |

#### PROMOTIONAL LITERATURE DISTRIBUTION

- |  |         |       |          |
|--|---------|-------|----------|
| <input type="checkbox"/> Distribution of your company's promotional literature to all conference attendees | £999.00 | + VAT | £1198.80 |
|--|---------|-------|----------|

As an added benefit of attending this conference, check here to receive a free subscription to Medical Design Briefs, the leading new technology magazine for bio-medical professionals. Choose either:  Print (U.S. only)  Digital

The conference fee includes on-demand access to recorded presentations, conference papers, and the Document Portal. Presentation materials, including recordings, will be subject to distribution rights by speakers. Please note that some presentations may not be available for access or download. Access information for recorded presentations and the document portal will be sent to the e-mail address provided during registration. Details are sent within 24 hours post-conference.

### DOCUMENTATION

I cannot attend but would like to Purchase access to the following Document Portal/ Paper Copy documentation. Price Document Portal/ Total

- |  |         |       |         |
|--|---------|-------|---------|
| <input type="checkbox"/> Access to the conference documentation on the Document Portal | £699.00 | + VAT | £838.80 |
|--|---------|-------|---------|

### PAYMENT

Payment must be made to **SMi Group Ltd**, and received before the event, by one of the following methods **quoting reference P-384 and the delegate's name. Bookings made within 7 days of the event require payment on booking, methods of payment:**

- UK BACS** Sort Code **300009**, Account **00936418**
- Wire Transfer** Lloyds TSB Bank plc, 39 Threadneedle Street, London, EC2R 8AU  
Swift (BIC): **LOYDGB21013**, Account **00936418**  
IBAN **GB48 LOYD 3000 0900 9364 18**
- Cheque** We can only accept Sterling cheques drawn on a UK bank.
- Credit Card**  Visa  MasterCard  American Express

SMi Group trading as SAE Media Group will apply surcharges to commercial cards Please tick here  if the card provided is not a commercial card

Card No:

Valid From   /   Expiry Date   /

CVV Number    3 digit security on reverse of card, 4 digits for AMEX card

Cardholder's Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I agree to be bound by SAE Media Group Terms and Conditions of Booking

Card Billing Address (If different from above): \_\_\_\_\_

### VAT

VAT at 20% is charged on the attendance fees for all delegates. VAT is also charged on Document portal and literature distribution for all UK customers and for those EU Customers not supplying a registration number for their own country here