

**Best Practices for Sustainable growth in Industry 4.0 ERA:
Facing the Global Pandemic**

21st & 22nd of January, 2021

Union of Arab Chambers Premises

Beirut - Lebanon

Summarized Agenda & Timetable

Day 1: Thursday 21st of January, 2021	
08:30 - 09:30	Registration & Morning Coffee
09:30 - 10:15	<u>Opening Ceremony & Welcoming Remarks:</u>
10:15 – 10:30	<u>Keynote Speech:</u> “Leveraging Emerging Technologies for Sustainable Economic Growth and Prosperity”
10:30 – 10:45	Coffee Break
10:45 - 12:15	<u>Panel 1:</u> “Socioeconomic Development in Industry 4.0: Banking, Trade & Investment, and the Sustainable Development Goals (SDG’s)” The Big Challenges – Can Digital Banking in Industry 4.0 help fulfill the SDGs? This session addresses big issues surrounding the role of Industry 4.0 technologies in tackling major societal challenges facing the world – the pandemic and economic downturn. It raises the question of whether technology is the solution or part of the problem. Various concerns are raised such as the underserved/underbanked, climate issues, inequality, and the rate at which human labor is threatened by the technological achievements. In addition, the unpredictable consequences of the technological progress will be examined.
12:15 - 12:30	Coffee Break
12:30 - 14:00	<u>Panel 2:</u> “Venture Capital and the Implementation of Industry 4.0 Innovations” Venture capital investments and strategy are proving to be essential tools for digital transformation. Start-ups, early stage and emerging companies are revolutionizing banking and commerce. Creating valuable strategic innovations using venture capital is often a balancing act between risk and reward, with various approaches employed. This panel will discuss the various options and pros and cons, providing examples where applicable.
14:00	Lunch & End of day 1

<u>Day 2: Friday 22nd of January, 2021</u>	
09:00 - 09:30	Morning Coffee
09:30 – 10:00	<u>Keynote:</u> “Digital Transformation Within the Union of Arab Banks: Unique Insights from Our Members--What the Data Tells Us”
10:00 - 11:15	<u>Panel 1:</u> “ Customer Experience (CX) is the core of your systems strategy ” For decades, the story has been that an organization’s ability to deliver services were determined by its core systems. But the shift to Industry 4.0 characterized by ease, automation, and smart analytics as key drivers of customer experience suggests that a host of new tools are emerging as the real drivers of service quality. This session will explore strategies used successfully by pioneers in customer experience who brought these new technologies online to complement and extend their core systems functionality.
11:15 – 11:30	Coffee Break
11:30 - 12:30	<u>Panel 2:</u> “Leveraging the Emerging Banking Technology Ecosystem” The modern business models reflect a new reality: No organization can afford to create everything it needs completely from scratch. And in the age of microservices and APIs, banks have numerous options, served up by a powerful web of interconnected service providers. The challenge is knowing which Industry 4.0 pieces to connect, and creating the skills in-house to create resilient and effective partnerships. Our panel of experts weighs in on emerging best practices for creating and maintaining a vibrant banking and commerce technology ecosystem.
12:30 - 12:45	Coffee Break
12:45 - 14:00	<u>Closing Session:</u> “Joint Action Plan Towards Sustainable Economic Growth and Prosperity” The event concludes with recommendations and call for a joint action plan (JAP) for the Union of Arab Banks’ and Union of Arab Chambers’ leaders to gather and leverage the power of Industry 4.0 technologies.
14:00 - 14:15	Forum’s declaration and honoring ceremony for sponsoring institutions
14:15	Lunch
15:00 – 16:00	<u>Innovation Connections:</u> Select private and collaborative conversations arranged by the UAB and UAC between interested firms

N.B.: - UAB & UAC reserves the right to modify the program as it sees fit