**AGENDA**

**HIGH-LEVEL SESSION 1**

**SERVICES & JOB CREATION**

**9.30–12.30, 28 MAY 2013**

**CNCC, LEVEL 1, FUNCTION HALL A**

**9:30 - 11:00**

**PANEL A: JOB-ENGINE SERVICES: OPPORTUNITIES FOR EMPLOYMENT CREATION IN THE SERVICES SECTOR AND THE IMPORTANCE OF SERVICES TRADE**

**Chair**

- H.E. Dr. Arvin Boolell, Minister of Foreign Affairs, Regional Integration and International Trade, Mauritius

**Introductory remarks**

- Mr. Richard Boucher, Deputy Secretary-General, OECD

**Questions to be addressed**

- What is the potential in services and trade in services to create jobs?
- Which are the requirements for policy and business environment to ensure that services create jobs?
- How to strengthen backward and forward linkages with services to create jobs?

**Panellists**

- H.E. Mr. Arnold Nicholson, Minister of Foreign Affairs and Foreign Trade, Jamaica
- Mr. Thierry Garnier, Group Vice-President and CEO of Carrefour Great China
- Mr. Clas Neumann, Senior Vice President and Head of SAP Labs Network

**Contributors**

- International Collaborative Initiative on Trade and Employment Partners
  i. Ms. Guan Jinghe, Deputy Country Director, China Office, International Labour Organization
  ii. Ms. Mina Mashayekhi, Head of Trade Negotiations and Commercial Diplomacy Branch, UNCTAD
  iii. Mr. Hamid Sharif, Director, Country Office China, Asian Development Bank

Interactive discussion on Panel A
11:00 - 12:30  PANEL B: SERVICES, JOB CREATION AND TRADE POLICIES

Chair
- Mr. Harsha V. Singh, Deputy Director-General, World Trade Organization

Questions to be addressed
- Which trade policies in services maximize the benefits for the labour market?
- How can regional or multilateral trade agreements contribute to job creation in services?
- What are the opportunities and obstacles for the creation of jobs in services related to international trade in services?

Panellists
- Mr. Manuel María Cáceres, Vice Minister of Economic Relations and Integration, Paraguay
- Dr. Song Byoung Jun, President, Korea Institute for Industrial Economics and Trade, Korea
- Mr. Ajit Ranade, Chief Economist, Aditya Birla Group, India
- Ms. Diane Jurgens, Managing Director of Shanghai OnStar / Ms. Lois McEntyre, Subscriber Services Director of Shanghai OnStar, People’s Republic of China

Discussant
- H.E. Mr. Joakim Reiter, Ambassador and Permanent Representative of Sweden to the World Trade Organization

Contributors
- International Collaborative Initiative on Trade and Employment
- Mr. Niny Khor, Economist, Asian Development Bank
- Mr. Nanno Mulder, Chief, International Trade Unit, ECLAC

Interactive discussion on Panel B
HIGH-LEVEL SESSION 2
SERVICES & VALUE ADDED
9.30–12.30, 28 MAY 2013
CNCC, LEVEL 1, FUNCTION HALL C

9:30 - 11:00
PANEL A: SERVICES AS A CATALYST OF INTERNATIONAL TRADE THROUGH GLOBAL VALUE CHAINS
Chair
- Mr. S.R. Rao, Commerce Secretary, Ministry of Commerce, India
Questions to be addressed
- What is the relation between services and global value chains as an engine for trade?
- How to address development opportunities and challenges of services through global value chains?
- How can global value chains increase development opportunities for developing countries?
- What is necessary (national, regional and multilaterally) for developing countries to be active players in global value chains?
Panellists
- Mr. Esko Hamilo, Under-Secretary of State for External Economic Affairs of the Ministry of Foreign Affairs, Finland
- Ms. Huo Jianguo, President, Chinese Academy of International Trade and Economic Cooperation, People’s Republic of China
- Mr. Christopher Lu, CEO, Deloitte Great China
- Ms. Lena Johansson, Director-General, National Board of Trade, Sweden
Contributors
- Mr. Hamid Mamdouh, Director, Trade in Services Division, World Trade Organization, Jordan
- Mr. Sebastian Saez, Senior Trade Economist, World Bank

Interactive discussion on Panel A

11:00 - 11:15
Coffee Break
11:15 - 12:30  PANEL B: FROM SERVICES TO VALUE ADDED: TRADE POLICIES IMPLICATIONS

Chair
- Dr. Talal Abu-Ghazaleh, CEO and Founder, Talal Abu-Ghazaleh Organization, Jordan

Questions to be addressed
- Do the input of services in traded goods represent an opportunity of competitiveness and creating comparative advantage?
- How do services provide an opportunity for value-added creation?
- What are the trade policies necessary to maximize the benefits of the services components of trade and moving into sectors with higher value added?
- What are the domestic factors to ensure services ensure value added and represent growth and development?
- What is the role of services in industrialization/re-industrialization?

Panellists
- H.E. Mr. Temeki Tsolo, Minister of Trade and Industry, Cooperatives and Marketing, Lesotho
- Mr. Riccardo Monti, Special Advisor to the Minister for Economic Development and President of the Italian Trade Commission, Italy
- Mr. Hu Jinyan, Deputy Head of the Economic Affairs Department of the Liaison Office of the Central People's Government in Macao, Special Administrative Region, People's Republic of China
- Mr. Gerry Mattios, Partner, Bain and Company, United States of America
- Ms. Nuning S. Barwa, President, Perkosmi, Indonesia

Contributors
- Ms. Sherry Stephenson, Senior Fellow, International Center for Trade and Sustainable Development
- Mr. Ravi Ratnayake, Director of the Trade and Investment Division, ESCAP

Interactive discussion on Panel B
AGENDA

HIGH-LEVEL SESSION 3
BUILDING SUPPLY AND EXPORT CAPACITY: THE CASE OF OUTSOURCING SERVICES

14.30–17.30, 28 MAY 2013
CNCC, LEVEL 1, FUNCTION HALL A

14:30 - 15:30
PANEL A: OUTSOURCING BECOMING A NECESSITY MORE THAN A NEED

Chair
- Mr. Ameet Nivsarkar, Vice President and Head Global Trade Development, NASSCOM, India

Questions
- How has outsourcing gained importance in the current world economic situation?
- How have the types of services being outsourced changed over last 5 years? How are Social Media, Analytics and Cloud changing the ecosystem?
- What is driving outsourcing decisions for the customers?
- Where do emerging countries position themselves in the offshoring landscape?

Panellists
- Mr. Hanumantha Karthik, Vice President, Research, Everest Group
- Mr. Russell Ives, Managing Director, Business Process Outsourcing, Accenture for Australia and New Zealand
- Mr. Tiak Koon Loh, CEO, Pactera Technology International Ltd., People’s Republic of China
- Mr. Marco Sorgetti, Director General, International Federation of Freight Forwarders Associations
- Mr. Jean-Marie Paugam, Deputy Executive Director, International Trade Centre (ITC)

15:30 - 16:00
Interactive discussion on Panel A
16:00 - 17:00  PANEL B: BUILDING SUPPLY AND EXPORT CAPACITY: SUCCESS FACTORS AND CHALLENGES

Chair - Mr. Mahbub Ahmed, Secretary, Ministry of Commerce, Bangladesh

Questions to be addressed
- What are the challenges to develop supply and export capacity in IT services that are outsourced and how can they be addressed?
- (From a business perspective) what is required to succeed in outsourcing, in the current market environment?
- How can Governments’ policy/measures/actions be assessed with regard to corporate decisions to outsource functions to specific markets?
- What are the challenges faced by Governments designing policies aimed at developing services sectors, with the view to capture greater opportunities from outsourcing?

Panellists
- Mr. Abdelwahab Maatar, Minister of Trade and Handicrafts, Tunisia
- Mr. Wim van Heumen, Programme Director for Services, Center for the Promotion of Imports from Developing Countries, the Netherlands
- Ms. Pumela Salela, Member of the Advisory Council of the World BPO/ITO Forum

Contributors
- Mr. Nanno Mulder, Economic Commission for Latin America and the Caribbean, ECLAC
- Mr. Gerardo Antonio Meza Grillo, Ministry of Foreign Trade and Tourism, Peru
- Mr. Robert Skidmore, Chief of Sector Competitiveness, Division of Market Development, ITC

17:00 - 17:30  Interactive discussion on Panel B
**AGENDA**

**14:30 - 16:00**

**Panel a: Services Partnerships 360**

**Chair**
- Mr. Alexander Mora Delgado, President, Cámara de Información y Comunicación, Costa Rica

**Questions to be addressed**
- What are the main benefits deriving from inter-firm partnerships? Are partnerships and networking needed for services firms to succeed?
- How can inter-firm partnerships build synergies and deliver new business opportunities?
- Are there significant risks with inter-firm partnerships? Can firms lose business secrets and clients to other firms?
- Sharing innovation and skill transfer among firms: Net gain or loss?
- Are partnerships more important for some services firms than for others? Do benefits vary based on a firm’s size, sector of activity, country of origin or its level of international trade?
- What are the main benefits deriving from firm-government, firm-association and firm-IO partnerships?
- Services firms need to build export capacity, and developing countries need better statistics to support decision-making; how are governments and international organizations working together to fill this gap?

**Panellists**
- H.E. Hon. Amelia Kyambadde, Minister of Trade, Industry and Cooperatives, Uganda
- Dr. Talal Abu-Ghazaleh, CEO and Founder, Talal Abu-Ghazaleh Organization, Jordan
- Mr. Pascal Kerneis, Managing Director, European Services Forum
- **Dr. Annie Wu**, Vice Chairman, Beijing Air Catering Company Ltd., People’s Republic of China
- **Mr. Sebastien Saez**, Senior Trade Economist, World Bank
- **Dr. Mohammad Razzaque**, Adviser and Head, International Trade and Regional Cooperation, Economic Affairs Division, Commonwealth Secretariat
- **Mr. Hu Bo**, Chairman, Ci Ming Check Up Management Group, People’s Republic of China

**Contributors**

- **Mr. David Primack**, Executive Director, International Lawyers and Economists Against Poverty, Canada
- **Ms. Lisa Cummins**, Vice-Chair, Caribbean Network of Service Coalitions
- **Mr. Henri Laurencin**, Chief, Development Statistics and Information Branch, UNCTAD

Interactive discussion on Panel A

**16:00 - 17:30  PANEL B: CREATIVE SERVICES: AN EXAMPLE OF PARTNERSHIPS**

**Chair**

- **H.E. Sheikh Hamad bin Abdulaziz Al-Kawari**, Minister of Culture, Arts and Heritage, Qatar

**Questions to be addressed**

- How can creative and innovative services contribute to sustainable development?
- Why do local and municipal governments play an important role in the creative services industries?
- How can governments support the development of skills-based creative services in their economies?
- Creative services firms require workers with skills; are universities and vocational schools on board?
- What are the success criteria for building value-chains in the creative services industry?

**Panellists**

- **Mr. Ping Li**, CEO, International Federation of Multimedia Associations, Canada (video)
- **Mr. Fred C. Y. Wang**, Chairman of Salon Films Group, Honorable Vice Chairman of China Film Foundation and Secretary General of Hong Kong International Film Festival Society, China Hong Kong (video)
- **Mr. Ismail Ertürk**, Main Advisor, Istanbul Commerce University, Turkey (video)
- **Mr. Alexander Mora Delgado**, President, Cámara de Tecnología de Información y Comunicación, Costa Rica (video)
- **Mr. Yong Xiang**, Vice-Dean of the Institute for Cultural Industries, Peking University, People’s Republic of China

**Contributors**

- **Mr. Hu Jiahuang**, Advisor, China Society for World Trade Organization Studies, People’s Republic of China
- **Mr. Cheng Shang Li**, International Consultant on Creative Economy

Interactive discussion on Panel B
GLOBAL SERVICES FORUM SUMMIT

VISIONS ON THE GLOBAL SERVICES ECONOMY AND TRADE IN SERVICES IN THE 21ST CENTURY
AN ENABLING ENVIRONMENT FOR SERVICES AND SERVICES TRADE

14.30–17.30, 29 MAY 2013
CNCC, LEVEL 1, BALLROOM A

CHAIR
- H.E. Mr. Arnold Nicholson, Minister of Foreign Affairs and Foreign Trade, Jamaica

QUESTIONS
- What are the opportunities and challenges created by the advent of global services economy and trade in services in the 21st century?
- How best can one harness the potential of services economy and trade for economic growth, employment and development?
- What national policies and regulations are needed for building services productive capacities and competitiveness, as well as for creating employment?
- How to ensure policy coherence across all sectors of the economy?
- What lessons can be learned in increasing beneficial participation of developing countries international trade in services?
- How best can national policy and regulatory frameworks and services trade liberalization be made coherent, coordinated and sequenced?
- Which way forward in international cooperation on trade in services - multilateral, plurilateral, regional, bilateral or unilateral?
- Beyond liberalization, what forms of partnerships are needed to build an enabling environment for services economy and trade in services?

KEYNOTE SPEAKER
- Mr. Supachai Panitchpakdi, Secretary-General, UNCTAD
- **Mr. Gyan Chandra Acharya**, Under-Secretary-General and High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States, United Nations
- **Mr. Harsha V. Singh**, Deputy Director-General, World Trade Organization
- **H.E. Mr. Temeki Tsolo**, Minister of Trade and Industry, Cooperatives and Marketing, Lesotho
- **H.E. Mr. Arvin Boolell**, Minister of Foreign Affairs, Regional Integration and International Trade, Mauritius
- **H.E. Mr. Sheikh Hamad bin Abdulaziz Al-Kawari**, Minister of Culture, Arts and Heritage, Qatar
- **H.E. Mr. Osman Omer Ali Elsharif**, Ministry of Trade, Sudan
- **H.E. Mr. Abdelwahab Maatar**, Minister of Trade and Handicrafts, Tunisia
- **H.E. Ms. Amelia Kyambadde**, Ministry of Trade, Industry and Cooperatives, Uganda
- **Dr. Alvaro Augusto da Paixão Junior**, Secretary of State for Commerce, Angola
- **Mr. Mahbub Ahmed**, Secretary, Ministry of Commerce, Bangladesh
- **Mr. S. R. Rao**, Commerce Secretary, India
- **Mr. Riccardo Monti**, Special Advisor to the Minister /President, Ministry of Economic Development /Italian Trade Commission, Italy
- **Mr. Manuel María Cáceres**, Vice-Minister of Economic Relations and Integration, Paraguay
- **Mr. Abdulla Al Saleh**, Undersecretary, Ministry of Economy, United Arab Emirates
- **Dr. Talal Abu-Ghazaleh**, Chairman and Founder, Talal Abu-Ghazaleh Organization, Jordan
- **Sir Thomas Harris**, Vice Chairman, Standard Chartered Bank