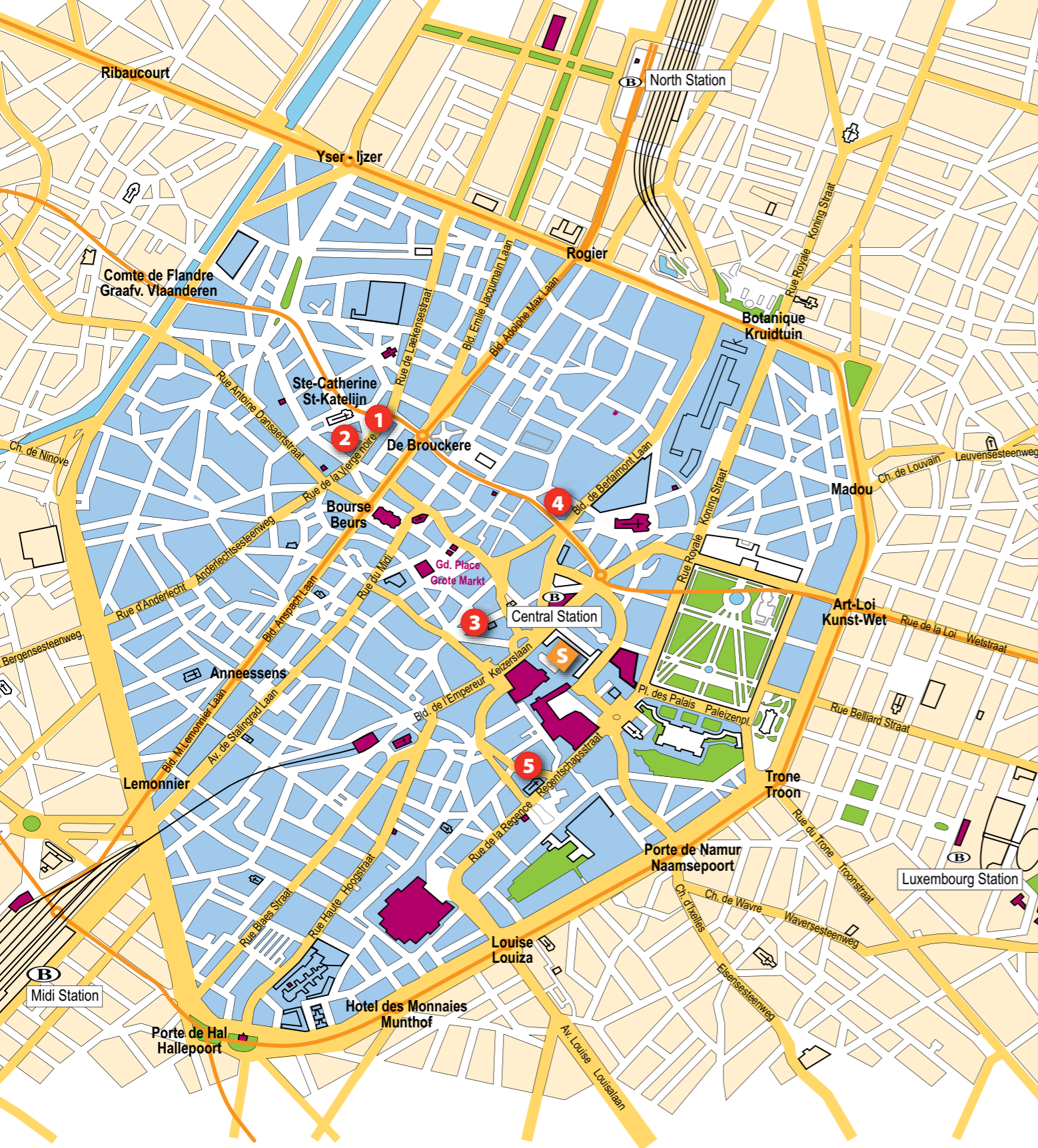




# ICA Annual Conference 2013

## PROGRAMME

23-24 November 2013  
SQUARE-BRUSSELS MEETING CENTRE  
Brussels, Belgium



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- 1** **Novotel Brussels Centre Tour Noire**  
Rue de la Vierge Noire 32  
1000 Brussels-Bruxelles
- 2** **Ibis Brussels Centre Sainte Catherine**  
Rue Joseph Plateau 2  
1000 Brussels-Bruxelles
- 3** **Royal Windsor**  
Rue Duquesnoy 5  
1000 Brussels-Bruxelles
- 4** **NH Grand Place Arenberg**  
Rue d'Assaut 15  
1000 Brussels-Bruxelles
- 5** **NH du Grand Sablon**  
Rue Bodenbroek 2/4  
1000 Brussels-Bruxelles



**Square Brussels Meeting Centre**

# ICA Annual Conference 2013

## "Accountability, Transparency and Access to Information"

The ICA extends its warm thanks to all the sponsors of  
the Annual Conference 2013 for their support.



### CONFERENCE THEMES

"Accountability, Transparency and Access to Information",  
the first ICA Annual Conference

It is time for the International Council on Archives to hold a high quality conference on records and information management issues. Current trends such as the Open Government Partnership and the Open Data movement, combined with the on-going challenges and opportunities offered by modern technology mean that all areas of government and society, whether they know it or not, are considering recordkeeping issues.

ICA's first ever Annual Conference, "Accountability, Transparency and Access to Information" aims to tackle these issues from the bottom up and the top down, from practical solution-based case studies, through international and collaborative case studies to high level government and international initiatives.

The 2013 Annual Conference of the International Council on Archives is the first Annual Conference to be open to all members, as reflected in the 2012 Constitution voted in by the Annual General Meeting in Brisbane, Australia. This, together with the open call for papers, reflects the findings of the 2010 CITRA Review Report as to the wishes of members.



## GREETINGS FROM THE PRESIDENT OF ICA

Dear colleagues, dear participants,

On behalf of the International Council on Archives I would like to welcome you to this first Annual Conference. This year's themes are 'Accountability, Transparency and Access to Information', subjects which are of great importance, not only to the archives sector, but also to the creators and the users of archives.

Archives, archivists and archival institutions play an important part in our societies. Organizations want to be accountable, which can be achieved by transparency. Is transparency more than a buzz word? Do institutions really want to give access to information? And is that always good news for citizens? Or do we need to be more restrictive in these days than we were in the past, before the world wide web? All are very important questions, relating to the core business of archivists.

The huge response that greeted the call for proposals shows the interest and involvement in this year's themes. I am delighted to find so many people interested in presenting their arguments, achievements and questions to the world archival community.

It is a pleasure for me, on behalf of the Elected Officers and ICA Secretariat, and our host in Brussels to welcome such a great number of participants.

I am convinced that the topics of Accountability, Transparency and Access to Information will lead to interesting discussions, not only during this conference but also thereafter. The aim of this conference is to share ideas and learn from each other. I hope that the coming two days will be inspiring for all participants. May this conference bring up new ideas and insights which we can take with us to our daily practice.

I wish you all an informative and inspiring conference.



Martin Berendse

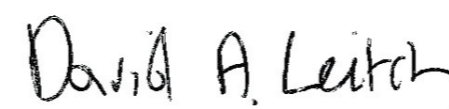


## WELCOME MESSAGE FROM THE SECRETARIAT

### An Exciting New Era in ICA begins in Brussels

Major reforms approved at the final CITRA in Toledo (October 2011) and at the most recent Congress in Brisbane (August 2012) will come fully into effect in Brussels, where ICA's first Annual Conference will take place on 23-24 November 2013. This is the very first Conference open to all ICA members, regardless of their membership category, and that in itself is a cause for celebration. No longer is it necessary to wait four long years for the next meeting of the ICA global network. The theme of the conference, on the crucial role that effective archives management plays in supporting transparency, good governance and the citizen's access to information, could scarcely be more topical. The Open Government Partnership, launched in 2010 by the Presidents of the United States and Brazil, is progressively taking on board the crucial records dimension under its current UK Chairmanship. At the same time the right of access to certain categories of information is under increasing attack in the European Union in favour of the so called 'right to be forgotten'. In addition, archivists need to be constantly vigilant that a sensible balance is struck between producer and user interests in WIPO and other international fora, which provide the regulatory frameworks for the management of intellectual property. ICA has brought together a stimulating programme of distinguished keynote-speakers and respected practitioners in order to increase our understanding of these complex issues. By bringing together the various professional activities and the conference programme under the aegis of the Programme Commission (PCOM), ICA is beginning to reap the benefits of a common strategy based on clearly defined priorities. In the years to come, with the creation of more expert groups by PCOM, the advantages of a unified approach will become even more apparent. This is also the first time for many years in which the ICA Secretariat has played such a prominent part in organizing the conference. Another first for this conference is the entirely self-financing business model. This means that, while there is increased scope for innovation, the risks need to be sensibly managed. Of course mistakes will be made but this is always the

case when a new formula is tried for the first time. We hope that we have got most of the big questions right, and if not, we know that we can rely on our members to tell us. While the organizational burden on the ICA Secretariat team (which includes the Secretariat for PCOM and thus some input to the development of the conference programme) has been considerable, it has been a rewarding experience. It has been a pleasure for us all to work in such harmonious co-operation with the staff of the General Archives of the Kingdom of Belgium, headed by its Director-General, Karel Velle. We hope that you will enjoy participating in this, the first ever open Annual Conference in ICA, and that you will be encouraged, not only to attend future Conferences, but to become even more actively involved in ICA.



David Leitch,  
ICA Secretary General



Henri Zuber,  
ICA Vice-President, Programme

You can meet the ICA Secrétariat in Copper Foyer  
(see the map in the center) during the whole conference.



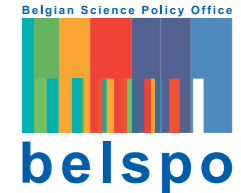
Some members of the ICA Secretariat.

From left to right: Annick Carteret, David Leitch, Stephen O'Connor, Inna Touré, Margaret Crockett, Margaret Turner, Henri Zuber (ICA Vice-President, Programme)

## HOST INSTITUTION



[www.arch.be](http://www.arch.be)



### State Archives in Belgium

Conserving over 70 km of archives that hold thousands of individual stories about people and institutions, the National Archives in the heart of Brussels is the biggest archives repository in Belgium. The National Archives conserves archival documents of the central institutions of the national – today federal – Belgian government that are 30 to 1000 years old. Also businesses, politicians and private individuals which have played a major role in Belgian society entrust their archives to the National Archives. The institution conserves and manages these archives and makes them accessible to the public. Thanks to its central location in Brussels, the National Archives can be accessed easily. The reading room provides workspace for 50 visitors who can comfortably consult documents there and use modern finding aids. Everyone is welcome: researchers, genealogists, students, amateur historians, notaries, public officers ...

## HOST CITY

### Brussels, capital of the kingdom of Belgium is also the capital of Europe.

A destination that's easy to reach, with reasonable prices that won't strain its visitors' pockets, regardless of age. This cosmopolitan city that loves good food lives life its way and expresses itself in a style very much its own: sometimes rebellious and mischievous, sometimes thoughtful and composed, but always very likeable. Despite its European dimension and despite all the different languages spoken on the corner of every street, Brussels is still inspired by a very «village-like» spirit. Headquarters of the European Union and the North Atlantic Treaty Organization (N.A.T.O.), Brussels is an international financial centre and home to the European headquarters of over two thousand multinational companies.

### Climate

The average temperature in November during the day is from 7° to 10° Celsius.

## ABOUT THE PROGRAMME

The 2013 Annual Conference of the International Council on Archives is the first annual conference open to all. There was an open call for projects and in spite of the short submission period, members of the ICA network have responded incredibly positively with proposals for single presentations and panel sessions for the conference on the records management (another first for ICA) themes of accountability, transparency and access. We received 110 submissions from almost every region of the network – and many submissions proposed panels of more than two speakers. The response, in terms both of quantity and quality, was overwhelming,

The Programme Committee assessed all of the proposals except a few of the late ones, which were reviewed by the VP Programme and the DSG Conferences.

In order to accommodate as many speakers as possible the decision was made to accept proposed panels as single presentations, perhaps with two speakers.

The result is a very full programme and there will be a need for strong chairmanship.

We also sacrificed the option of a second keynote speaker session on the second day in favour of a parallel session which would allow for more speakers. Keynote speakers from two of ICA's partnership organisations, ARMA and IRMT (which has also worked recently on Open Government initiatives), reflect the records management theme in the programme. There is a keynote speaker from the Transparency Directorate of the Council of the European Union and the Belgian Information Commissioner has also agreed to speak.

The pleasing aspect is that the successful proposals fitted quite naturally into a number of strands around the main subject and themes of the original call. We therefore have a strong first parallel session in the main auditorium following the keynote addresses on open government and open data. We have two sessions on records management challenges and approaches. Truth and reconciliation attracted a number of proposals and there are to be two sessions devoted to this subject.

We also have four linked sessions around access to information, data protection and the legal issues and tensions associated with them for archivists and records managers. There are two sessions on the role of archivists and records managers

with respect to the conference themes. There are also two sessions on citizens' engagement with government, archives and history.

Finally there is an ICA programme showcase session where members can hear about the Programme Commission's products and achievements. There will also be an ICA update session where the FAN and the FIDA can brief participants on key issues and progress. The Programme Committee have tried to bring together presentations from all over the world, to hear from practitioners from all walks of the archives and records management field to include academics, national archives workers, private archives, associations, consultants and pressure groups. The result is a varied yet coherent programme with something for everyone. We hope that ICA members will continue to endorse the new format as well as agree that the programme for the 2013 Annual Conference is interesting and vibrant and the conference is not to be missed.

## THE PROGRAMME COMMITTEE

With Grateful Thanks to the Programme Committee:

**Henri Zuber**, Vice-President Programme and Programme Committee Chair

**Irmgard Christa Becker**, Archivschule Marburg (Germany)

**Joan Boadas Raset**, City Archives Girona (Spain)

**Didier Grange**, ICA Special Advisor (Switzerland)

**Maria Guercio**, University of Rome Sapienza (Italy)

**James Lowry**, IRMT (UK)

**Du Mei**, State Archives Administration (China)

**Karin Van Honacker**, State Archives in Belgium (Belgium)

**Helen Walker**, National Archives (Australia)

**Aude Roelly**, SIAF, France

**Margaret Crockett**, Deputy Secretary General (Conferences)

### Assistants with a blue scarf

A number of assistants are there to help you to find your way in The Square.

You will easily spot them with their blue scarf! Do not hesitate to contact them first: if they don't have the answer right away they will be able to refer you to the right person.

## SATURDAY 23<sup>RD</sup> NOVEMBER

|             |   |
|-------------|---|
| 07.30-9.00  | <b>REGISTRATION</b>   |
| 9.00-9.30   | <b>Welcome and Opening ceremony in Copper Hall</b><br>Karel Velle, Director of Archives Générales du Royaume<br>Philippe Courard, Belgian Minister of Science Policy<br>Martin Berendse, President, ICA   |
| 9.30-11.00  | <b>Keynote Addresses in Copper Hall</b><br><b>Chair: Martin Berendse</b><br>Anne Thurston, Director, IRMT: Records as the Foundation for Achieving Global Development Goals: Are We Ready to Play Our Role?<br>Willem Debeuckelaere, President, Belgian Privacy Commission: Access to Information and Personal Data Protection<br>Andrae Ruprecht, Director of Communication and Transparency Council of the European Union: The Contribution of Archivists to Accountability and Transparency<br>Alison North, International Director ARMA International: Beyond Our Own Borders – Just Who Is Accountable And Why Does It Matter? |
| 11.00-11.30 | <b>BREAK</b>  |

### Welcome cocktail

All attendees are warmly invited to join us for the cocktail which will take place on Saturday 23 from 7pm to 9 pm in the Salle des glaces (Mirror Room) of the Brussels Capital Region parliament.



## SATURDAY 23<sup>RD</sup> NOVEMBER

### 11.30-13.00 SESSION 1

Copper Hall **S1P1** Parallel 1 - Open Government and Open Data  
Chair: Henri Zuber

***Open Government and Trustworthy Records: Benchmarking Regulatory Frameworks and Capacity***

James Lowry, International Records Management Trust

***Impact of the Open Data Movement***

José M. Alonso, World Wide Web Foundation

***More Than A Seat at The Table: Archivists at the Heart of Open Government***

Miriam Nisbet, NARA

***Archives, Open Data and an Integrated Information Policy landscape***

Malcolm Todd, Public Records and Information Policy Manager, The National Archives, UK

Hall 300 **S1P2** Parallel 2 - Current Challenges in Records Management  
Chair: Laura Millar

***Is it Possible for Records Managers to Control all Documents and Data? Roles and Governance Practices in the National Library of France***

Aurélien Conraux, Chef de la mission pour la gestion de la production documentaire et des archives, Bibliothèque nationale de France

***Transparency Through Full Digital Recordkeeping and Digital Archiving: the Antwerp Practice of Eliminating Hybrid Recordkeeping and Paper Documents***

Inge Schoups, Director, Antwerp City Archives

***The Tip of the Pyramid: Governance and Trust***

Gillian Oliver, Senior Lecturer, Victoria University of Wellington

The Arc **S1P3** Parallel 3 - Truth and Reconciliation I  
Chair: Trudy Huskamp Peterson

***Indian Residential Schools Truth and Reconciliation Commission of Canada: Accountability, Transparency and Access to Information***

Claude Roberto, Archivist, Provincial Archives of Alberta/ Association des archivistes du Québec/ SPA Steering Committee

***The Role of Truth Commission's Archives in Dealing with the Past***

Elisabeth Baumgartner, Co-Directrice du Programme, Swisspeace

### 13.00-14.15 LUNCH

## SATURDAY 23<sup>RD</sup> NOVEMBER

### 14.15-16.00 SESSION 2

Copper Hall **S2P1** Parallel 1 - Records Management, Governmental Approaches  
Chair: Björn Jordell

***Personal Data in French Public Archives: Law, Access and Security***

Hervé Lemoine, Directeur, Service interministériel des archives de France

***Enhancing Government Accountability and Transparency for Current and Future Generations: Challenges of the Japanese Government***

Takeo Katoh, President, National Archives of Japan

***National Archives of Australia Digital Business Roadmap***

David Fricker, Director-General, National Archives of Australia

***Archives 2020: Innovation and Co-Operation Towards a National Infrastructure for Digital Archives***

Anouk Baving, Programme Manager, National Archives of the Netherlands

Hall 300 **S2P2** Parallel 2 - Access to Information  
Chair: James Lowry

***Freedom of Information and Archival Appraisal: Citizens Influencing the Choice of Historical Evidence***

David Clarke, Senior Lecturer, Sheffield Hallam University

***Fighting for FOIA: the Italian Case***

Giulia Barrera, Archivist, Direzione generale per gli archivi

***Access to Public Records in the Making of Policies: commission Reform through Citizens' Access to City Records in Seoul City Government***

Sangmin Lee, Research Institute for Korean Archives and Records

The Arc **S2P3** Parallel 3 - Truth and Reconciliation II  
Chair: Trudy Huskamp Peterson

***Surveillance, Documentation and Privacy: an International Comparative Analysis of State Intelligence Records***

Joel A. Blanco-Rivera, Assistant Professor, Simmons College  
Katherine Wisser, Assistant Professor, Simmons College

***Never Neutral: Archives and Archivists in Post-Conflict States***

Mario H. Ramírez, Project Archivist, University of California, Berkeley  
T-Kay Sangwand, University of Texas, Austin

***Content Of Colonial Archives: an Under Researched Issue***

Ellen Ndeshi Namhila, University Librarian, University of Namibia

### 16.00 - 16.30 BREAK

### 16.30 - 18.00 ICA GENERAL ASSEMBLY IN COPPER HALL

## SUNDAY 24<sup>TH</sup> NOVEMBER

### 9.00-10.30 SESSION 3

Copper Hall **S3P1** Parallel 1 - Legal Issues – the Tension between Access to Information Rights and Data Protection Rights  
Chair : Eric Ketelaar

**Means to Communicate, Communication and On-Line Diffusion, Are They the Same Thing ?**

Bruno Ricard, Chargé de mission auprès du directeur pour les affaires réglementaires et normatives, Service interministériel des archives de France

**Access and Privacy. The Archives between Freedom of Information and Data Protection**

Michael Hollmann, President, German Bundesarchiv

**How the Swiss Federal Archives Deal with Data Protection Issues when Providing Digital Access**

Martin Fries, Deputy Head of Resource Discovery Services, Swiss Federal Archives

**A Difficult Relationship. The Case of the Belgian National Archives**

Paul Drossens, Archivist, Belgian State Archives

Hall 300 **S3P2** Parallel 2 - Role of the Archivist and Records Manager I  
Chair : Karen Anderson

**From Darkness to Light: How Information Governance Professionals Can Lead the Way to Illuminating the Value of Organizational Information Assets**

Galina Datskovsky, Autonomy an Hp Company

**Right to information and its impact on Access to Archives Issues and challenges before the Archivists & Record Managers – Indian Case Study**

Meena Gautam, Consultant, Ministry of Culture, National Archives of India

**Fear and Loathing (of Archives) in a FOIA World**

William Maher, University Archivist, University of Illinois

The Arc **S3P3** Parallel 3 - ICA Programme Showcase  
Chair : Henri Zuber

**Good Governance Toolkit**

Helen Afi Gadzekpo, National Archives Of Ghana

**New Products to Support Awareness Raising, Advocacy, Implementation and Training for ICA-Req**

Helen Walker, National Archives of Australia

**MAST – Mobile Assistance for Archives Standardisation**

Milovan Mistic. ICA Section of International Organisations (SIO)

**Partnerships: DLM Forum**

Jon Garde, DLM Forum

10.30-11.00 BREAK

## SUNDAY 24<sup>TH</sup> NOVEMBER

### 11.00-12.30 SESSION 4

Copper Hall **S4P1** Parallel 1 - Perceptions of Privacy in the Social Media Generation and the Right to Forget  
Chair : Helen Walker

**Protection of Personal Data : archives confronting European regulation**

Marie Ranquet, Conservateur du patrimoine au Bureau de l'accès aux archives, Service interministériel des Archives de France

Aude Roelly, Chef du bureau de la gestion, de la sélection et de la collecte, Service interministériel des Archives de France

**Born Digital: Generational Differences in Attitudes Towards Privacy and Visual and Virtual Material On-Line**

Cheryl Avery, Archivist, University of Saskatchewan

Mona Holmlund, Assistant Professor, University of Saskatchewan

Hall 300 **S4P2** Parallel 2 - Role of the Archivist and Records Manager II  
Chair : Patricia Whatley

**Open Government, Open Data: Where is the Records Manager?**

Elizabeth Shepherd, Professor, UCL, Department of Information Studies

**Mapping, Selecting and Opening Data: the Records Management Contribution to the Open Data Project in Girona**

Lluís-Esteve Casellas i Serra, Head of Records Management, Girona City Council

**Government Organizations, the Crisis of Information and the Added Value of Archivists**

Frans Smit, Inspector, Consultant, City of Almere, University of Amsterdam

**Transparency in Archives Inspection Services : the Belgian Case**

Kathleen Devolder, Archivist, Belgian State Archives

The Arc **S4P3** Parallel 3 - Citizens Engaging with Government, Archives and History I  
Chair : Claude de Moreau de Gerbehaye

**The Archives Portal Europe – How Collaboration Grants New Perspectives on Archival Content, Standardisation and Ways to Explore Today's Online Challenges**

Kerstin Arnold, Technical Coordinator, APEX project

Susanne Waidmann, Standards and Guidelines, Apex project

**Cartesius: The Power of Geographic Information for Archives, Libraries and Museums, and Cartographic Heritage**

Ingrid Vanden Berghe, Director General, National Geographic Institute Belgium

Rink W. Kruk, Project leader Cartesius, National Geographic Institute Belgium

Marc Carnier, Archivist, Belgian State Archives

12.30-14.00 LUNCH

## SUNDAY 24<sup>TH</sup> NOVEMBER

|             |   |   |
|-------------|---|---|
| 14.00-15.30 | <b>SESSION 5</b>  |   |
| Copper Hall | <b>S5P1</b>   | <p>Parallel 1 - ICA Developments<br/>Chair : Sarah Tyacke</p> <p><b>News from the Forum of National Archivists: Making Recordkeeping a Government Priority</b><br/>FAN (David Fricker, Martin Berendse et Greg Goulding)</p> <p><b>Helping Archivists Help Themselves, FIDA's Work 2012-2013</b><br/>FIDA Trustees and Successful Candidates</p>  |
| Hall 300    | <b>S5P2</b>   | <p>Parallel 2 - Data Protection and Recordkeeping in a Digital World<br/>Chair : David Leitch</p> <p><b>Is Privacy in Peril?: Data Protection and Recordkeeping in a Digital World</b><br/>Sharon Alexander-Gooding, Head, Archives &amp; Records Management, The University of the West Indies, Federal Archives Centre<br/>Cherri-Ann Beckles, Assistant Archivist, The University of the West Indies, Federal Archives Centre<br/>Stanley Griffin, Assistant Archivist, The University of the West Indies, Vice Chancellery Archives</p>   |
| The Arc     | <b>S5P3</b>   | <p>Parallel 3 - Citizens Engaging with Government, Archives and History II<br/>Chair: Karin Van Honacker</p> <p><b>Transcending the Archive? The Digital Environment as a Force for Change</b><br/>Sheila Anderson, Professor, King's College London<br/>Veerle Vanden Daelen, Work Package Leader EHRI, Cegesoma, Brussels<br/>Reto Speck, Research Associate, King's College London</p> <p><b>Digital History: how Internet-Based Research is Transforming the Historian's Trade</b><br/>Pieter Lagrou, Professor, Université Libre de Bruxelles<br/>Kiran Patel, Universiteit Maastricht</p> |
| 15.30-16.00 | <b>BREAK</b>  |   |
| 16.00-17.00 | <p><b>Round Up (Copper Hall): Presentation of key challenges, solutions and ways forward arising from the sessions in the Copper Hall</b><br/>Chair : Henri Zuber</p> |   |



2e conférence annuelle des archives  
9e conférence européenne des archives  
13e journées Image et recherche

## GIRONA 2014.

### «ARCHIVE & CULTURAL INDUSTRIES»

One Conference, three events: 2nd Annual Conference of the International Council on Archives, 9th European Conference on Archives (ECA) and 13th Image and Research Seminar.

**The Conference will be held in the city of Girona (Catalonia, Spain) between 11th and 15th of October 2014.**

The Conference will focus the discussion on:

1. The perspective of content: How should collections of documents be organized, described, digitized and disseminated to facilitate access and enhance their value?
2. The perspective of cultural industries: What are the new businesses dealing with the creation and distribution of digital content and how can collaboration between the public and private sectors be articulated to advance business creation?
3. The perspective of the general population: What are its interests and cultural consumption habits, and what future trends may arise?

<http://www.girona.cat/web/ica2014/en/index.php>

## PRACTICAL INFORMATION

### Conference organizers

ICA has contracted a Professional Congress Organizer to help in the organization of its first Annual Conference open to all its members throughout the world.

#### **MCI Brussels**

Avenue de Tervueren 300  
 1150 Brussels  
 Belgium  
[www.mci-group.com/belgium](http://www.mci-group.com/belgium)  
 Phone: +32 (0) 2 789 2329  
 Fax: +32 (0) 2 743 1584

#### **GL Events Brussels (Le Square)**

2, Rue Ravenstein  
 1000 Brussels  
[www.squarebrussels.com](http://www.squarebrussels.com)  
 Phone: +32 (0)2 515 13 00

### Registration and information desk

The registration desk and the information desk are located in the Registration Hall.  
 Open on Friday 16:00-20:00, Saturday 08:00-18:00, Sunday 08:00-12:00

### Name Badge and lost property

The name badge must be worn at all times during the AC 2013. Access to the conference facilities will not be granted without a proper name badge. If an attendee loses or forgets their name badge, a handling fee of 20 euros will be charged for a new name badge. Upon handing out a new name badge, the lost badge will become invalid.

In case of lost property, please report to the information desk.

### Secretariat of the conference

MCI Brussels and the ICA Secretariat have their offices in the Copper Foyer.

### Simultaneous Interpretation

Simultaneous interpretation services will be available in three languages: English, French and Spanish in all session rooms.

### Emergency useful information

#### **Nearest Hospital :**

Hôpital St Pierre, Main entrance - Rue aux Laines 105  
 Emergency Entrance - Rue Haute 290 - B-1000 Brussels - <http://www.stpierre-bru.be/>

#### **Police:**

1, Rue de la loi, B-1000 Brussels. Phone:+32 (0)2 279 71 31

#### **Fire and Emergency Medical Aid:**

15, Avenue de l'Héliport, B-1000 Brussels  
 Phone: +32 (0)2 208 84 30

#### **Red Cross:**

96, Rue de Stalle, B-1180 Brussels. Phone: +32 (0)2 371 31 11

#### **Emergency phone number : 112**

### Currency, banks

The local currency is the Euro (€). Most international credit cards are accepted and ATM machines can easily be found.

### Electricity

Voltage is 220 V.

## TOURIST INFORMATION

VisitBrussels will be able to provide a lot of practical and tourist information. They also have a mobile application downloadable from their website.

Rue Royale 2-4, 1000 Brussels  
 Phone: +32 (0)2 513 89 40  
 Email: [info@visitbrussels.be](mailto:info@visitbrussels.be)  
 Site: [www.visitbrussels.be](http://www.visitbrussels.be)

### Information offices :

Place Royale, (Mont des Arts)  
 Hôtel de ville (Grand-Place)  
 Brussels-Midi station (Rue de France entrance)

### Taxis

Tips and service are included in the price of the journey as shown on the meter, but a small extra tip is always well-received. For all complaints, first of all note the registration number of the taxi, its make and colour.

Contact the CCN - Service régional des Taxis et Limousines  
 rue du Progrès 80 bte 1 • 1030 Brussels. Phone: +32 (0)8 009 40 01  
[www.taxi.irisnet.be](http://www.taxi.irisnet.be)

### Brussels Taxi Companies:

Autolux - Phone: +32 (0)2 411 41 42  
 Taxis Bleus - Phone: +32 (0)2 268 00 00  
 Taxis Orange - Phone: +32 (0)2 349 43 43  
 Taxis Verts - Phone: +32 (0)2 349 49 49

## Public Transport

Most public transport in the Brussels-Capital Region is organized by the STIB (Société des transports intercommunaux bruxellois).

The network includes metro lines, which connect the eastern and western districts of the city. Pre-metro lines (trams in the tunnels) complete the metro service.

A great many metro lines also have above ground bus and tram connections.

Timetables: transport runs from 6am until midnight.

### STIB offices

Rue Royale 76 | Brussels 1000  
 Information : Phone +32 (0)7 023 20 00  
 Open from Monday to Friday: 8a.m. - 7p.m.  
 Saturday : 8 a.m. - 4 p.m.  
 Check the website at: [www.stib.be](http://www.stib.be)

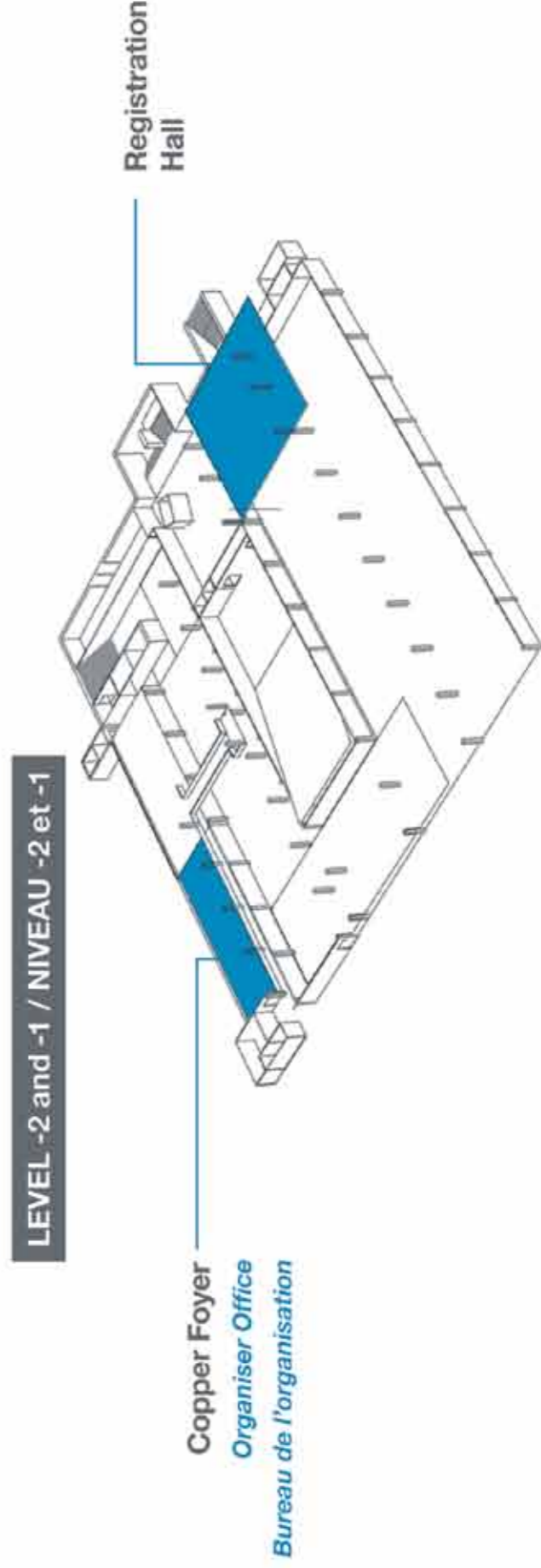
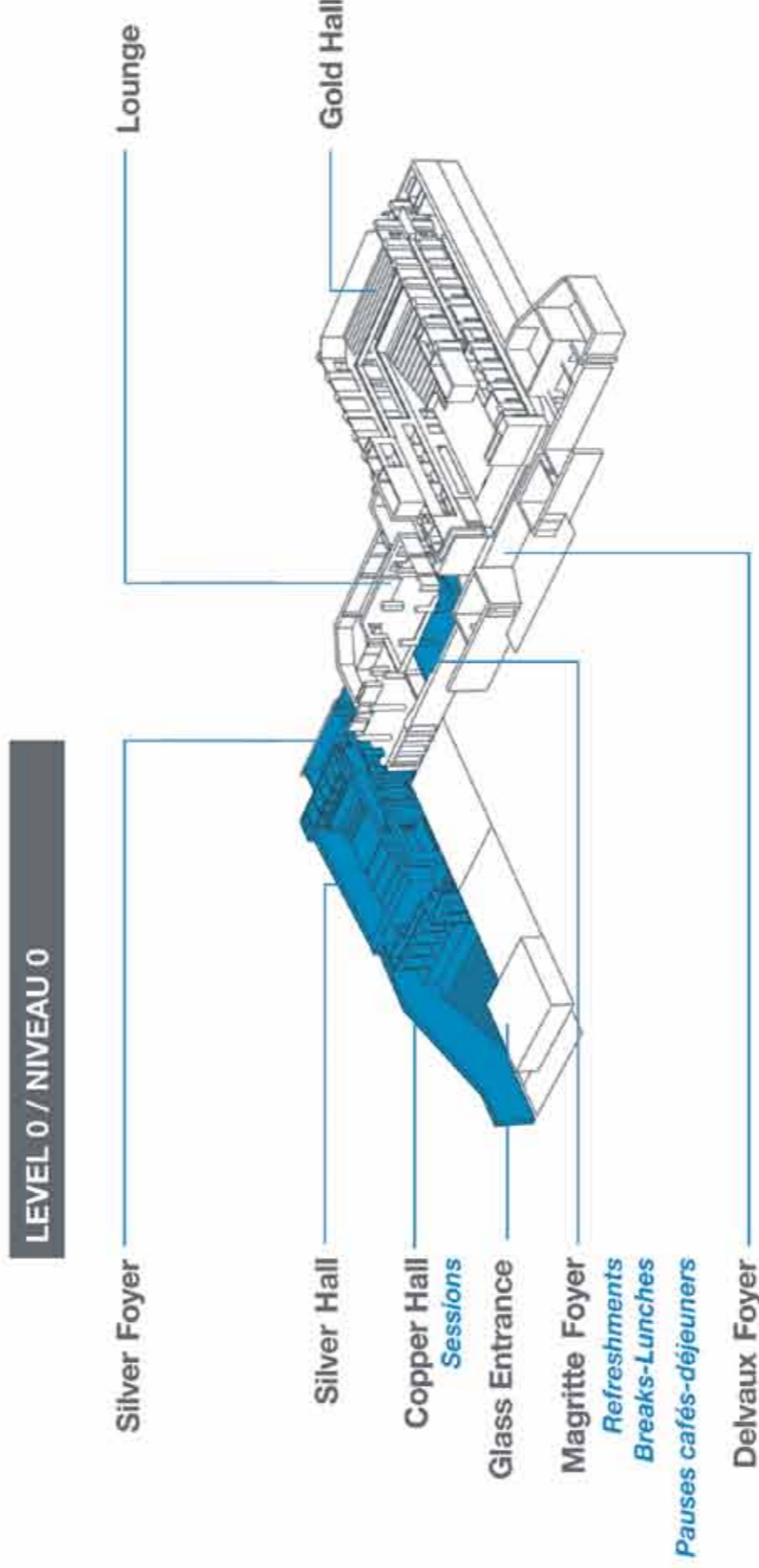
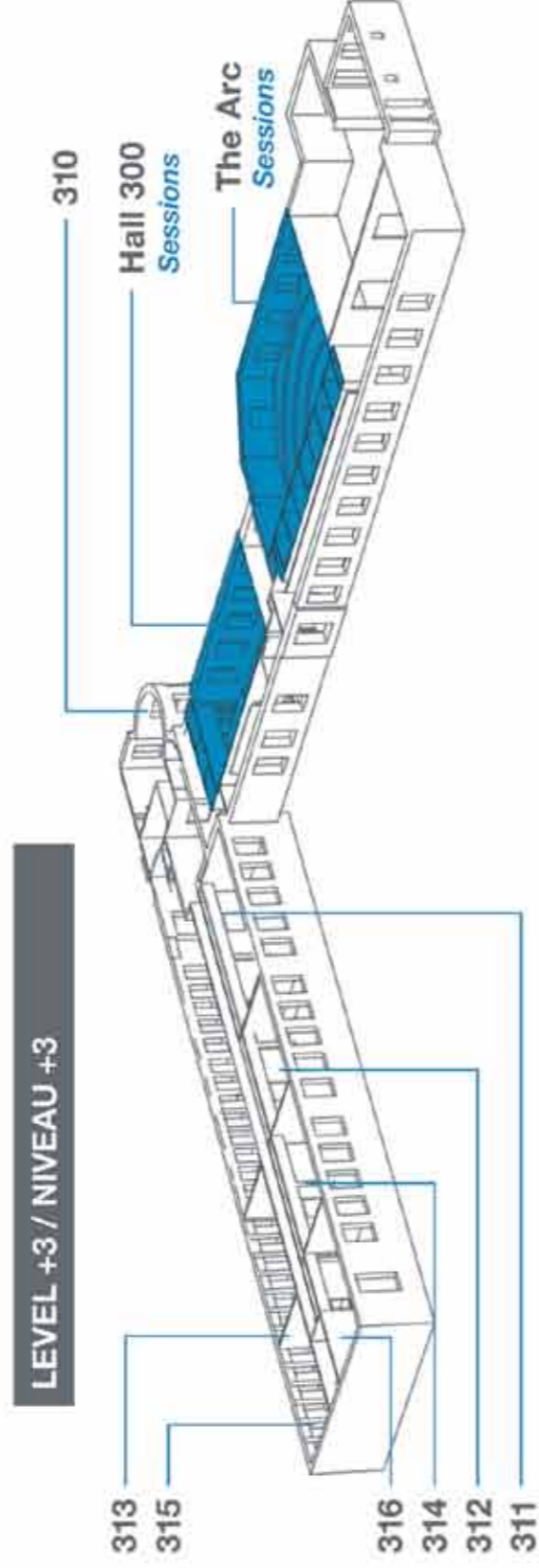
Maps of the network are available free of charge from the information service at the metro stations and at the welcome desks of the Visitbrussels tourist offices.

You can buy your ticket in the various metro stations and at the STIB information offices or at many newsagents as well as at Brussels International - Tourism, Town Hall, Grand-Place | Brussels 1000 (1-day cards only) and BIP - rue Royale 2-4 | Brussels 1000

# ICA 2013 – Conference

23–24 November 2013 – Square, Brussels

23–24 novembre 2013 – Square, Bruxelles



There is a complete ban on smoking in the buildings of Square Brussels Meeting Centre.  
Il est strictement interdit de fumer dans toute l'enceinte du centre de congrès Le Square.