



## Mission Continued?

By Peter Chrocziel, President, LES International



**A**lmost every international president starts the September message to the LES members with the line that a “short year” comes to an end. You may not be surprised to hear the same from me. At the end of my term I can confirm that time

flies by while trying to serve the Society best and putting by far too many things on your personal agenda to accomplish.

In taking stock now that the gavel passes, I may reflect on the three “core issues” of my term: proper funding, effective administration and visibility of LES International. We are not done yet with all the tasks that we put on our slate (will we ever be?), however, an in-flight review shows where we stand when we gather for the second International Delegates Meeting in New York in September.

**Proper funding:** The board once again is, as every year, proud to hand over to the new board a Society that is in healthy financial condition. In addition, we have been exploring means of raising money for our organization which include a change of the formula for participation in the profits of the international delegates meeting (even ventilating the idea of running one of our own), starting a certification program for our licensing course, offering *les Nouvelles* on DVD and, very basically, providing for a raise of the dues which will be discussed in New York.

**Effective administration:** We have streamlined our working processes within the board and with the committee chairs, established a permanent address for our society and are working to put into motion a “virtual” permanent office, adding a

secretary force to our experienced professionals helping us around the world, without establishing a physical permanent office and creating unnecessary overhead. Most importantly, the past Delegates’ Meetings have shown that the new meeting format works well for us.

**Visibility:** LESI has taken up again issuing press releases on important occasions for our society. We provide templates for press and marketing material to our member societies, increased the cooperation with the national presidents throughout the year by regular telephone conferences for the regions, established a monthly presidential message which is sent to the member societies for passing on to their individual members, and we proved with the press work and media coverage around the International Conference in Seoul how to effectively make our society visible. Last, but not least, we continue to submit statements on behalf of the Society, like we did with our submission on the patent system to the EU Commission.

Quite a few things have been accomplished, many more have been started (for example, regionalization or business planning for member societies) that need to be accomplished. Ron Grudziecki as my successor will take them on and we all know that the Society will be in good and experienced hands.

Personally, I want to thank all of you for giving me the honor to serve as international president during the past year and for your continuing support and hard work to make the Society run. It has been a pleasure to represent our Society around the globe. Thanks for welcoming me when I visited societies on all five continents, even though I wanted to visit so many more than I actually could!

We can be proud of our Society and look forward to a prosperous future of “International,” proving that there is value that International brings to the member societies.

New York City could not be a better place for Beate and me to conclude this year: The city that never sleeps will host the society that never rests to accomplish its mission. ■

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### Call For Papers

Suitable papers for publication in future issues of *les Nouvelles* are being sought. Members or non-members who have presented papers at conferences or created original works are invited to submit their work. Submit in electronic form via e-mail or disk (MS Word or text-only format) to:

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## The New Regulation Of The Franchise System And Registry Of Franchisors In Spain

By *Enrique Batalla*

On 27th April 2006 the State Official Bulletin of Spain published the Royal Decree 419/2006, of 7th April, relating to the regulation of the franchise system and registry of franchisors. This decree modifies the Royal Decree 2485/1998, of 13th November, that came into force on 17th May 2006.

As stated in the Royal Decree, the commercial activity under the franchise system is an organizational formula that, in the recent years, has experienced spectacular growth, and plays an unquestionable role in the modern economy.

From the point of view of the demand, the commercial activity under the franchise system favours the development of trademarks that guarantee a stable quality and reduces the cost of buyer searching. This structure allows the seller to organize large networks in a more economical way.

Regarding the specific market of possible candidates to franchisors, the information relating to franchise companies is very useful and relevant for other companies that are thinking of starting a franchise activity.

With the new provision, the intention is to encourage the Registry of Franchisors, converting it into a qualified, truthful and updated information tool of the system. This will allow potential investors in a business project to obtain reasonable information in order to make a suitable decision.

The new approved norm defines and specifies the essential and special features of the franchise agreement, in order to separate it from other business activities that are often confused with the franchise activity.

Thus, the Unique Article 1 of the new Royal Decree, that modifies the wording of Article 2 of Royal Decree 2485/1998, defines in its Point 1 the business activity under the franchise system. The new decree requires:

- (i) the definition of the specific market in which the agreement should be developed;
- (ii) the possibility of combining both direct and indirect financial compensation;
- (iii) the need for the business or mercantile activity to have been previously developed with enough experience and success;

(iv) the inclusion of the use of the industrial and intellectual property rights as a part of the agreement;

(v) the obligation on the franchisor's side towards the franchisee to disclose technical knowledge to operate effectively;

(vi) the obligation by the franchisor to give continuous commercial and technical assistance, or both of them at the same time during the validity of the agreement, without detriment to the contractual agreement.

Point 2 of the new Article 2 redefines and specifies the concept of a main franchise or "master franchise," introducing:

1-the possibility of combining both direct and indirect financial compensation, and

2-clarifying that the franchise agreements with third parties under a main franchise or master franchise should be defined by the franchisor, the main franchisor assuming the role of franchisor in a specific market.

Point 3 of the new Article 2 clearly defines which other contractual figures are excluded from the franchise activity. This includes not necessarily having to consider the franchise as a mercantile concession or exclusive distribution, nor:

- (a) the terms of a manufacturing license;
- (b) the assignment of a registered trademark to be used in a specific area;
- (c) the technology transfer;
- (d) the assignment of the use of an ensign or commercial sign.

Point 3 of the new Royal Decree also modifies the wording of Article 6 of Royal Decree 2485/1998, relating to the Registry of Franchisors. It is now possible for interested persons-franchisors to directly apply for their registration in such a Registry. Up to now the registration in the Registry was only possible upon proposal of the autonomous communities, but not all of them had imposed this registration obligation. Also the cancellation of listings in the Registry are extended to the cases where they are agreed to by the registry itself, upon request of the subject, for lack of updating or for a judicial decision.

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## Franchisors In Spain, continued from Page 2

Point 5 of the Unique Article of the new Royal Decree also modifies the wording of Article 8 of Royal Decree 2485/1998, establishing new obligations for the registered franchisors who must file a report on a yearly basis during the month of January, if during the previous year any alteration of the data referred to earlier under Points a), b) and d) or Article 7 of Royal Decree 2485/1998 has been experienced. The new wording of Article 8 foresees that in case of infringement of any of the obligations contained in that article for the registered franchisors, (previously warning them) the franchise companies will be removed from the registry. According to the new wording given to Article 9 of the Royal Decree 2485/1998, the notices and communications which Article 8 refers to can be done through the Internet, requiring an electronic certificate of the legal entity.

Point 8 of the Unique Article adds two new articles, 11 and 12. Article 11 contains the documentation of voluntary registration at the Registry of Franchisors, establishing that on a voluntary nature on the franchisors' side and for advertising and information purposes, the following data can be registered at the Registry:

- (a) the possession of a certificate of quality proving the fulfilment of the quality norms and the identification of the norm on which it is based;
- (b) the adhesion to a system of out-of-court solution

of conflicts between franchisor and franchisee;

(c) the adherence to the conduct codes in the franchise scope;

(d) the use of arbitration or other systems of out-of-court resolution of conflicts in connection with the complaints stated by the consumers;

(e) other data that can be considered of public interest.

The new Article 12 requires the creation of a specific place within the Registry for the so-called consolidated franchisors. Those companies must meet at least the two following conditions:

(a) to have developed the franchise activity within at least two years in two franchised establishments;

(b) to have a minimum number of four establishments, out of which at least two should be their own establishments.

The Second Provisional Provision of Royal Decree 419/2006, of 7th April, requires the sending of data that might be appropriate by the companies already in the Registry of Franchisors, to comply with the new standards introduced by the Royal Decree 2485/1998, of 13th November, within the first six month period of 2006. The time is extraordinarily short if we bear in mind that the Royal Decree has come into force on 17th May 2006. ■

## Reports And Events:

### LES (USA & Canada) Annual Report

Look for the 2006 LES (USA & Canada) Annual Report on the Web site, [www.usa-canada.les.org](http://www.usa-canada.les.org).

The new format includes reports in the areas of Communications, Education, Member Interests, Membership, and Strategic Planning.

As always, it also includes a report on the financial state of the Society.

Printed versions will be available by request and at the Annual Meeting.

For your agenda:

### LES International Conference Zurich 2007

17-20 June 2007



For more information and registration:

[www.lesi2007.org](http://www.lesi2007.org)

## Book Review

### Intellectual Property Management in R&D Collaborations—The Case Of The Service Industry Sector

By Martin A. Bader

Review By Christian Heusch

*Christian Heusch is Managing Director of the Swiss patent and trademark law firm OK pat AG and a former IBM Intellectual Property Counsel. Like Bader he has a very strong industry background and due to his former IP responsibility for IBM's research Laboratories in Rüschlikon, Switzerland, and Haifa, Israel, he has gained practical experience regarding the collaboration with universities and companies.*

This book of about two hundred and seventy pages examines the complex and challenging problem of how companies can take an intellectual property lead within research and development (R&D) collaborations. Special emphasis is placed on the early phases of the innovation process and the service industry sector in which intellectual property management is still a new phenomenon.



It is a fact that in today's economic and political landscape more and more companies have outsourced their R&D activities at least to some extent or are considering to do so. It is thus not surprising that the number of collaborative agreements in the innovation process has increased. Some R&D collaborations, however, turn out to be unsuccessful. The question arises: To whom does the intellectual property generated during

a collaboration belong? This ownership often is decided and specified during the early phases of the R&D process as Bader outlines in the introduction.

There is also a clear overview given in the book of the up-to-date findings from the literature in theory and practice with respect to R&D collaboration management, intellectual property management; the latter also with respect to collaborations and with respect to industry sectors, such as the so-called new economy, the information technology and the service industry sector. As a background for his work, Bader has conducted about 450 interviews and discussions with managers and experts from R&D, innovation, legal and intellectual property since 2002, providing insights from companies in various industries, from legal and consulting firms as well as from academia in West and East Europe, the United States of America, Japan and Taiwan.

Besides its broad explorative basis, however, the book focuses on four selected case studies from major world class intellectual property players from the new economy sector that are analyzed in-depth and in detail. Based on these findings, Bader derives archetypes for managing intellectual property in collaborations and analyzes their strengths and weaknesses. He compiled a typology for managing intellectual property in R&D collaborations which is deemed to be very useful for the reader.

By analyzing also the impact of the theoretical findings on the above-mentioned types, Bader deduces implications and structures them according to four views to form a hypotheses- and typology-based conceptual model for managing intellectual property in R&D collaborations.

Finally, his elaboration concludes with managerial success factors and an outlook on future challenges in this very relevant area: Bader offers organizational and managerial recommendations based both on his extensive industry background and his scientifically based findings. As a supplement, the book contains as appendix various best-in-class model agreements and next to the ordinary indexes also a company index. Bader's book in my view is a must for both practitioners and scientists dealing with or being interested in R&D collaborations. ■

### Editor's Correction:

In the June issue of *les Nouvelles* Robert A. Myers' e-mail address was incorrect, you can reach him at [ramyers@nyc.rr.com](mailto:ramyers@nyc.rr.com). He was the author of *Challenges For Technology Licensing Offices In Japan*.

## LES ANZ National Conference 2006 Report

### Perth—Burswood International Resort

The 2006 Annual Conference “Building Business from Ideas” was held at the Burswood International Resort in Perth from 30 March to 1 April 2006 and proved to be a resounding success.



The Conference opened on the evening of 30th March with the President’s welcome barbecue around the Burswood pool area. LES ANZ President, Rob McInnes, made the official welcome and Graham Griffiths, CEO of principal sponsor, QPSX Ltd, followed up with some relevant words on the inventive Australian spirit.

Many delegates had arrived in Perth earlier in the day and availed themselves of the opportunity to meet their colleagues and fellow delegates informally before the official program kicked off the following day.

Day One of the Conference commenced the following morning, with Rob McInnes again providing the official LES ANZ welcome. LESI President, Dr. Peter Chrocziel, then provided the opening address with his presentation on the Globalisation of the IP Industry, notable for some fascinating statistics illustrating the growth of the industry, together with some brief comments about the make-up and role of LESI itself. ■

### LES South Africa

#### Seminar On European Competition Law

LES South Africa recently held a breakfast seminar on European competition law, featuring LES International President Peter Chrocziel. The seminar was held on Friday, 30 June 2006, in the picturesque setting of The Vineyard hotel, in Newlands, Cape Town.

LES South Africa President Alan Lewis gave an introductory presentation on European competition law, after which Mr. Chrocziel gave a presentation on the Technology Transfer Block Exemption.

The audience included representatives from industry and government-funded institutions, as well as the legal profession.

Various issues were discussed, and the seminar was most useful, both for those dealing with technology transfer agreements having an effect in Europe, and those interested in the European position from a comparative point of view.

The seminar was preceded by a dinner on Thursday evening. Both the dinner and seminar were well attended and thoroughly enjoyed by all. ■

### “Promotoroo” Makes An Appearance For The LES ANZ Annual Meeting

By Mark Horsburgh

Promotion for the LES ANZ Annual Meeting on the Gold Coast in March 2007 is in full swing. The “Promotoroo” has been out and about again. Some may recall that the Roo went to the LES (USA & Canada) meeting last September and ended up at the Grand Canyon (courtesy of some Canadians). The Roo has most recently made an appearance at LESI in Seoul, Korea. This time a Brit decided to raise the collective IQ of the nation by taking Promotoroo home. The attached photo shows Hayley French of Bird & Bird at a Chelsea game. That Roo sure gets around.

You can meet Promotoroo at the conference next year. An international cast of speakers is already confirmed. Mark your diary for 15-17 March 2007. ■



## The Necessity Of Conducting A Trademark Availability Search

**A trademark search prior to launching a trademark helps to eliminate the risk of an unintentional collision of trademarks**

*By Alexander Cizek\**

In order to distinguish their goods and services from their competitors especially from those who are operating in the same branch, numerous enterprises decide to apply for a trademark registration. The registration of a trademark without carrying out a prior trademark search bears serious risks: If the mark is identical or similar to a existing one and the products are also identical or similar, the owner of a prior trademark may (amongst others), enjoin the use of the trademark, apply for cancellation and claim damages for the trademark infringement. Infringement lawsuits are often very costly, as are the consequences of having to change the brand and to further develop that brand.

Moreover, most people are unaware that the willful trademark infringement also constitutes a criminal charge.

For these reasons, it is highly recommended to conduct a trademark search prior to filing a trademark application in order to determine whether someone else has already registered or applied for the same or a similar trademark.

Basically, a trademark search is carried out by checking the similarity of the envisaged trademark to pre-existing trademark registrations and pending applications with regard to same or similar goods and services of the Nice-Classification. Thereby, based upon a search report delivered by the Austrian Patent Office or another commercial research company, specialists such as lawyers skilled and experienced in the field of trademark law, examine the cited trademarks carefully on visual, phonetic and intellectual aspects. Subsequently an analysis as to the registrability and a recommendation as regards the free use of the envisaged trademark will be provided. Additionally, a search in the Austrian Company Register and the Austrian Trade Register as well as a Domain Name Search can be conducted in order to evaluate the likelihood of confusion of the intended trademark with prior company names, business designations and domain names. ■

## The New “.mobi” Domain

*By Alexander Cizek\**

*On 12 June 2006, the “Trademark Sunrise Period” started, during which trademark holders were given the opportunity to secure “.mobi,” the first domain suffix specially created for mobile devices.*

As a matter of fact, the use of mobile devices such as mobile phones, Blackberry’s and PDAs has increased rapidly and therefore also the use of the mobile Internet. The idea behind the new “.mobi” domain is to link users to content and services specially designed for mobile devices. The company Mobile Top Level Domain Ltd. (mTLD), funded by a consortium comprising (amongst others) Ericsson, Google, GSM Association, Hutchison, Nokia, T-Mobile and Vodafone, was put in charge of allocating the domain names by the Internet Corporation of Assigned Names and Numbers (ICANN). To ensure that Web sites accessed from a mobile phone or other device can be downloaded smoothly and rapidly, mTLD has developed a set of mandatory rules that have to be implemented whenever a Web site is published that is linked to a “.mobi” name on the Internet. This new top level domain should be of particular interest to owners of a trademark.

The launch of “.mobi” domain is being managed by means of a phased registration process, which started on 22 May 2006 with the so-called “Limited Industry Sunrise,” a special registration period for members of mobile industry associations. The “Trademark Sunrise” started on 12 June 2006; a period which ran for 10 weeks, during which all other holders of valid trademarks had an opportunity to register their desired names in the “.mobi” top level domain. Eligible applicants during this period were the owners of currently registered trademarks, whereas licence holders, owners of unregistered rights or trademarks that have been applied for but not yet granted, were not eligible. Moreover, the domain name applied for had to be an exact match of the complete term of a current trademark. On 28 August 2006, directly after the “Trademark Sunrise” but before “General Registration,” the “Landrush” commenced, which was a two-week unrestricted period during which desirable “.mobi” domain names could be registered at special prices. Finally, the “General Registration” shall start on 14 September 2006.

It was not possible to go directly to the registry during any of the above mentioned registration phases. Registrations must be routed to the registry via a registrar; a company that sells domain names. mTLD has implemented a policy which states that “.mobi” domain names must be bought for an initial period of at least two years. As is usual for the registration of domain names, mTLD will process Sunrise applications on a first-come-first-served basis. It is therefore very important for owners of a trademark to file their applications as early as possible. ■

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## LES Benelux—Two Day Licensing Course

Monday, 23 and Tuesday, 24 October 2006, NH Hotel Atlanta, Brussels—Belgium

Monday, 23 October 2006—Day 1		Tuesday, 24 October 2006—Day 2	
08:00	Registration and coffee	9:00	The impact of EU competition law on intellectual property licenses; Yves Botteman, Linklaters, Brussels (B)
09:00	Welcome and introduction; Chaired by Bruno Vandermeulen, Bird & Bird, Brussels (B)	9:45	Licence drafting workshop—part I; This new module has been created in response to popular demand for a more detailed basic insight into the construction of a license agreement. It comprises an in-depth workshop exploring the anatomy of a license agreement, section by section, and providing practical advice on how to draft a successful agreement. Delegates will be split into two groups to facilitate interaction. Each group will be coached by experienced transactional lawyers.
09:10	Introduction of participants	11:00	Coffee/tea break
09:30	Intellectual property overview: obtaining protection and scope of protection; Wouter Pors, Bird & Bird, The Hague (NL)	11:15	Licence drafting workshop—part I, continuation
10:15	Valuation of intellectual property; Dirk Groenewegen, IPD-Consulting, Bilthoven (NL)	12:45	Lunch
11:00	Coffee/tea break	14:00	Licence drafting workshop—part II
11:30	Due diligence: preparing to enter into a license agreement; Kevin Nachtrab, Innogenetics, Ghent (B)	15:30	Coffee/tea break
12:15	The anatomy of a license agreement; Frank Landolt, Ablynx, Ghent (B)	15:45	Licence drafting workshop—part II, continuation
13:00	Lunch	17:00	End of course—networking party
14:15	Negotiation case study—part I; Bill Bird, Bird Goen & Co, Winksele (B) and Allen Norris, UCB, Brussels (B)		
16:00	Coffee/tea break		
16:30	Negotiation case study—part II		
20:00	Dinner with speaker: Dirty tricks in licensing negotiations; Bob Smailes, Leiden University Research & Innovation Services, Leiden (NL)		

### Location

Brussels is the bilingual capital of Belgium and is more than 1,000 years old. It has an important international vocation: as the European capital the city is home to the European Commission and to the Council of Ministers of the European Union (EU). It is also a cosmopolitan city where many different cultures live together and where different languages can be heard on each street. This liveliness and international flair is, of course, intimately related to its role as a crossroads for all of Europe. The same variety and contrast can also be found in the different architectural styles that can be found. Gothic cathedrals and churches are next to—and sometimes in stark contrast with—gracious classical facades like the buildings around the Royal Square (Place Royale-Koningsplein), or beautiful art nouveau and art deco houses. The heart of Brussels and the place to start getting to know the city is the Grand Place (Grote Markt). This historic

market square with its splendid guild houses and the impressive Gothic beauty of the Town Hall, is widely considered to be one of the most beautiful town squares in Europe.

### Registration Fee

LES members	€ 400,00
Non-members	€ 450,00
Post-graduate students	€ 350,00

The fee includes the course documentation, coffee and tea during the breaks, lunches, dinner and cocktails at the networking party. LES Benelux is not liable to VAT. Please note that for non-members from one of the Benelux countries, the fee also includes a reduction on membership of LES Benelux for the year 2007 of € 50,00. Your participation is confirmed in writing upon receipt of the registration fee.

## Accommodation

The organization has taken an option on several hotel single rooms at the special rate of €160,00 per room per night including breakfast and taxes. There is also a limited amount of parking places available. Please indicate on the registration form if you want to make a hotel reservation and add your credit card details to guarantee this reservation.



**NH Hotel Atlanta,  
Brussels, Belgium**

## Cancellations

LES Benelux must be informed of any cancellation in writing (fax or e-mail). For cancellations received before 15 September 2006, the registration fee, minus €50,00 administrative costs, will be reimbursed. Cancellations received on or after 15 September 2006 will be fully charged. In case of a “no-show” one night will be charged if a hotel reservation in the participant’s name has been made.

## About The Location And Directions

NH Hotel Atlanta, 7 Boulevard Adolphe Max,  
B-1000 Brussels, Belgium  
Phone +32 2 217 01 20;  
Fax +32 2 217 37 58;  
E-mail: [nhatlanta@nh-hotels.com](mailto:nhatlanta@nh-hotels.com)

The hotel is located next to the place de Brouckère, at 1 km from the north station. Please follow the green marks “place de Brouckère” if you are on foot. The nearest metro station is called “Brouckère” and is at 150 meters from the hotel. The hotel has a limited amount of parking spaces but reservation is not possible. There is also a public parking approximately 150 meters from the hotel.

## Airport

Brussels International Airport is at Zaventem, 14 km from the city centre ([www.brusselsairport.be](http://www.brusselsairport.be)).

There is a special train from the Brussels Airport to the City Centre. The journey lasts about 30 minutes. All trains stop at the North Station, Central Station and South Station. Tickets are on sale in the stations (it is also possible to buy a ticket in the train, but there is a considerable price supplement).

## About The Event

This Licensing Course is organised annually by LES Benelux, with the support of Stichting Congres LES Benelux and Bird & Bird. The course has been offered for five years. LES members and postgraduate students will enjoy a discount on the registration fee. The number of available places is limited; early registration is recommended. The fee includes the documentation specifically prepared for this course. The documentation serves as a valuable reference source for your day-to-day business. For this event Professional Development Points will be granted. For more information about registration, please contact LES Benelux by fax +31 343 594 566 / +31 84 751 22 80 or e-mail [licensingcourse@benelux.les-europe.org](mailto:licensingcourse@benelux.les-europe.org). Up-to-date information and programme details are also available on the Internet at [www.les-benelux.org](http://www.les-benelux.org).

**Please complete the Registration Form on Page 10.**

## LES Benelux Programme—Fall 2006

**Tuesday, 3 October 2006**—Brussels, Belgium; all-day topic meeting on “Copy Right, Copy Wrong.”

**Tuesday, 28 November 2006**—Rotterdam; half-day topic meeting on “Joint Ownership of IP.”

For these meetings LES Benelux members will receive an invitation with a programme. The programme will also be published on <http://www.benelux.les-europe.org>. For additional information, please e-mail: [meetings@benelux.les-europe.org](mailto:meetings@benelux.les-europe.org).

### Registration Form

I herewith register for the LES Benelux Licensing Course 2006 and accept the conditions concerning registration, payment and cancellation.

Name: ..... First name: ..... Title: Mr/Mrs/Ms.....

Company: .....

Address: .....

City: ..... Country: .....

Phone: ..... Fax: .....

GSM: ..... E-mail: .....

LES Member (Society: LES .....

Non-member

Post-graduate student (University .....

Please make a hotel reservation in my name for the night(s) of:

22 / 23 October 2006

23 / 24 October 2006

Any special requirement .....

Payment of the registration fee (for total amount, see Registration Fee) and hotel guarantee

By bank transfer to ABN-AMRO Bank Wijk bij Duurstede, The Netherlands (BIC ABNANL2A), in the name of LES Benelux account 40.80.04.738 (IBAN NL72ABNA0408004738) quoting Licensing Course 2006 and the name of the participant.

Payment has to be received before 1 October 2006 to confirm your participation.

To guarantee your hotel reservation please complete your credit card details.

By credit card; identify appropriate card: AMEX, Mastercard\*, VISA\*

Card number ..... CVC.....\*

(\* please, add the three extra digits listed at the back of your card = safety code)

Name as on card : .....

Full address : .....

Postal code and city .....

Country : .....

Expiration date ..... / ..... (mm/yy)

By invoice, please send me an invoice; payment will take place before 1 October 2006.

Date: ..... Signature: .....

Please complete this form and fax it to +31 343 594 566 or +31 84 751 22 80; or register via the Internet.