



## PERE Europe

Featuring PERE Debt & Financing

Build a real estate strategy fit for the new economy

21-22 September 2021 | **In-person conference**

No.11 Cavendish Square, London, UK

### Overview and event structure

The **PERE Europe Forum** is **Europe's leading private real estate event**. Now in its 16th year, the Forum has a proven track-record of bringing together leading European investors and fund managers.

As the real estate industry goes through one of the most dynamic periods in its history, the Forum will allow you to understand how the EMEA market is faring, how LP appetite is changing, where to find value in a competitive environment, and how to build a strategy that is fit for the new economy.

The conference will be taking place in-person and will present an excellent opportunity to network with peers after over a year of working from home. Plenary sessions will also be recorded and made available post-event for on-demand viewing for the PERE Passport global community.

Date	Time	Theme		Format
Day 1 - Tues 21st Sept	AM	<b>LP Insights</b>		Plenary
		<b>Deploying capital in the coming decade</b>		
	PM	<b>Equity</b> <i>Building the new economy portfolio</i>	<b>Debt &amp; financing</b> <i>Financing real estate in the next decade</i>	Streams
Day 2 - Wed 22nd Sept	AM	<b>Sustainability and impact in real estate</b>		Plenary
	PM	<b>Accessing alternative sectors</b>		



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)

PERE

# Europe Forum

## London 2021



### Confirmed speakers

1. Tony Brown, Global Head of Real Estate, **M&G Real Estate**
2. Sophie Van Oosterom, Global Head of Real Estate, **Schroders**
3. Paul Tebbit, Managing Director, **BlackRock**
4. Abigail Shapiro, Senior Vice President, European Office, Retail & Life Sciences, **Oxford Properties**
5. Robert-Jan Foortse, Head of European Property Investments, **APG Asset Management**
6. Brad Hyler, Managing Partner and Head of European Real Estate, **Brookfield**
7. Kari Pitkin, Head of Business Development for Europe, **Allianz Real Estate**
8. Daniel McHugh, Chief Investment Officer, Real Assets, **Aviva Investors**
9. Guillaume Cassou, Partner, Head of European Real Estate, **KKR**
10. Andrea Orlandi, Managing Director and Head of Real Estate Investments – Europe, **CPPIB**
11. Neil Slater, Global Head of Real Estate and Deputy Head of Private Markets, **Aberdeen Standard Investments**
12. Elisabeth Troni, Fund Manager, **CBRE Global Investment Partners**
13. Wilson Lamont, Partner, Co-Head, European Real Estate Equity, **Ares Management**
14. Pooja Patel, Principal, **Stepstone**
15. Federico Montero, Managing Director and Head of European Real Estate, **Evercore**
16. Michael Shields, EMEA Head of Real Estate, **ING**
17. Adrian Ion, CFO, **Therme Group**
18. Craig Prosser, Managing Director, Head UK Real Estate Finance, **LBBW**
19. Pontus Sundin CEO, Debt, **Brunswick Real Estate Capital Advisory**
20. Bill Page, Head of Real Estate Markets Research, **Legal & General Investment Management**
21. Nicola Free, Managing Director, Head of Real Estate Finance EMEA, **HSBC Bank**
22. Laia Massague, Principal- Real Estate, **StepStone**
23. Karim Habra, Head of Europe and Asia-Pacific, **Ivanhoé Cambridge**
24. Charles Walford, Senior Development Director and Head of Life Sciences, **Stanhope**
25. Roland Fuchs, Head of European Real Estate Finance, **Allianz Real Estate**
26. Stephane Villemain, Vice President - Corporate Social Responsibility, **Ivanhoé Cambridge**
27. Christina Ofschonka, Managing Director of Fund Management, **AEW Europe**
28. Roxana Isaiu, Chief Sustainability Officer, **GRESB**
29. Lee Marshall, Head of Real Estate, **Pension Protection Fund**
30. Will Robson, Global Head of Real Estate Solutions Research, **MSCI**
31. Mark Bladon, Head of Real Estate, **Investec**
32. William Schwab, Founding Partner, **LCI Real Estate Investments**
33. Robert Dobrzycki, Chief Executive Officer, **Panattoni Europe**
34. David Hirst, Partner, **Mitheridge**
35. Bill Bateman, Head of European Living, **Nuveen Real Estate**
36. Jonathan Jay, Partner, **Conduit Real Estate**
37. Frans Heijbel, Head of International Real Assets, **Alecta**
38. James Sheppard, Commercial Director, UK and Ireland, **Kadans Science Partner**
39. Jay Kwan, Managing Director, Head of Europe, International Real Estate, **QuadReal Property Group**
40. Pertti Vanhanen, Managing Director, Europe, **Cromwell Property Group**



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)

**PERE**

# Europe Forum London 2021



41. Colleen O'Connor, Vice President, Leasing, East Coast and U.K. Markets, **BioMed Realty**
42. Anna Brown, Director of Strategic and Corporate Finance, **McCarthy Stone**
43. Lorcaín Egan, Managing Director – Head of Lending, Europe, **Starwood Capital Europe Advisers**
44. Stanley Kwong, ESG Associate Director, Real Assets, **Aviva Investors**
45. Emmanuel Van der Stichele, Chief Executive Officer, **Mileway**
46. Joan Jove, Co-CEO, **McArthurGlen**
47. Martina Malone, Global Head of Capital Raising, **Prologis**
48. Gareth Williams, Head of Real Estate Finance, **QSIX**
49. Claire Williams, Industrial & Logistics Research Lead, **Knight Frank**
50. Adam Challis, Executive Director, Research and Strategy, EMEA, **JLL**
51. Evelyn Lee, Editor, **PERE**
52. Peter Papadakos, Managing Director, Head of European Research, **Green Street**
53. Peter Plaut, Executive Director, **Wimmer Family Office**
54. Martin Barnewell, Investment Director, Commercial Real Estate Debt, **Aberdeen Standard Investments**
55. James Jacobs, Managing Director, **Lazard**
56. Matteo Milan, Principal, **Cain International**
57. Lynn Gilbert, Senior Advisor, **QSIX**
58. Lennart van Mierlo, Head of Commercial Real Estate Debt, **NN Investment Partners**
59. Dan Cunningham, Editor, **Real Estate Capital**
60. Basil Demeroutis, Managing Partner, **FORE Partnership**
61. Raj Kotecha, Managing Director, **Amro Real Estate Partners**
62. Jonathan Brasse, Senior Editor, **PERE**
63. Henry Pepper, Investment Director, **Bridges Fund Management**
64. Vanessa Muscara, Head of Research & Strategy, **Europa Capital**

**More speakers TBC**

## Day one - Tuesday 21 September 2021

08:30 **Registration and networking**

08:50 **PERE welcome**

Adam Smallman, Director of Membership Programs, **PEI Media**

08:55 **Welcome & chair's opening remarks**

William Schwab, Founding Partner, **LCI Real Estate Investments**

### *LP insights*



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)

PERE

# Europe Forum London 2021



## 9.10 **Session 1: Institutional investor panel: constructing a long-term investment strategy suited for the new economy**

As investors look out to a low interest rate, low growth environment for the foreseeable future and traditional investment sectors such as offices and retail, that have typically formed the biggest component of their portfolios, facing an uncertain future, we hear from some of Europe's leading LPs on how they are looking to adjust their allocations and fundamental investment approach to position themselves to hit return hurdles in the coming decade.

Andrea Orlandi Managing Director and Head of Real Estate Investments – Europe, **CPPIB**  
Robert-Jan Foortse, Head of European Property Investments, **APG Asset Management**  
Karim Habra, Head of Europe and Asia-Pacific, **Ivanhoé Cambridge**  
Lee Marshall, Head of Real Estate, **Pension Protection Fund**

**Moderated by** Pertti Vanhanen, Managing Director, Europe, **Cromwell Property Group**

## 10.00 **Session 2: Return on sustainability: How can institutional investors use ESG to protect and enhance value of real estate investments?**

With real estate globally contributing to some 40% of yearly emissions and pension holders becoming more conscious of the impact their money is having on social health of society and the environment, in this session we explore what asset owners can do to bring about a more sustainable industry sooner rather than later. We'll explore whether measurable sustainability performance currently leads to higher valuations and exit yields, how will sustainability influence fund selection in the future and what commitments LPs should be making to enforce greater sustainability performance with their fund managers?

Neil Slater, Global Head of Real Estate and Deputy Head of Private Markets, **Aberdeen Standard Investments**

10.45 Networking break

## 11.15 **Session 3: Keynote interview: Repositioning a real estate strategy - Insight into the plan of one of Europe's biggest pension funds**

Alecta is one of Europe's largest institutional investors with over £85 billion in AUM. In this keynote interview with Frans Heijbel, head of international real assets, we have the opportunity to understand what the Swedish pension fund's plans are for its real estate exposure, investment approach coming out of the pandemic and where they're looking to find risk-adjusted returns in a competitive global market.



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)

PERE

# Europe Forum London 2021



Frans Heijbel, Head of International Real Assets, **Alecta**

**Moderated by** Evelyn Lee, Editor, **PERE**

## *Deploying capital in the coming decade*

### 11.45 **Session 4: Building a real estate portfolio fit for the coming decade**

As the traditional investment sectors such as offices and retail facing a shrinking demand outlook, in this session we will explore how fund managers are looking to create strategies that are aligned with long-term demand, consumer behaviour and demographics. We'll also discuss the challenges of deploying capital and repositioning portfolios with so much dry powder in the market chasing the same deals.

Paul Tebbit, Managing Director, **BlackRock**

Tony Brown, Global Head of Real Estate, **M&G Real Estate**

Elisabeth Troni, Fund Manager, **CBRE Global Investment Partners**

Kari Pitkin, Head of Business Development for Europe, **Allianz Real Estate**

**Moderated by** Jonathan Brasse, Senior Editor, **PERE**

12.30 Lunch

*Following lunch, the event will split into two streams. The first stream will focus on equity investing, while the second is discussing the real estate debt and finance market.*

### **Equity stream**

*Building a portfolio suited for the new economy*

### 13.30 **Session 5A: Industrial, logistics and last mile in Europe: how to future-proof your assets?**

Logistics is at the cutting edge of technology. This brings benefits in efficiency but also makes the sector vulnerable to disruption from some of the most transformative innovations taking place such as the electric and autonomous vehicles revolution.

In this session we'll ask how logistics investors and operators can ensure their sheds are future proofed. We'll discuss which trends should concern logistics investors, how assets can be made smarter and greener, and what can be done to enhance the yield and value of assets right now.



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)

PERE

# Europe Forum London 2021



Wilson Lamont, Partner, Co-Head, European Real Estate Equity, **Ares Management**  
Robert Dobrzycki, Chief Executive Officer, **Panattoni Europe**  
Emmanuel Van der Stichele, Chief Executive Officer, **Mileway**  
Martina Malone, Global Head of Capital Raising, **Prologis**

**Moderated by** Claire Williams, Industrial & Logistics Research Lead, **Knight Frank**

## 14.15 **Session 6A: Hotelization of the office: creating working spaces that attract the next generation of tenants**

Offices were one of the most impacted assets during the pandemic. Going forward, the consensus is that aggregate office demand will fall as flexible working becomes the new norm, while there will be a 'flight to quality' for the very best assets. Adding further complexity, the next generation of tenants are also calling for flexible, shorter, and in some cases, turnover-based leases in buildings that are smart, sustainable and amenity-rich. A lot to balance if you want to own and operate offices.

In this session we explore the office market across Europe, how to operationalise new leasing models and build premium, best-in-class assets where employers and employees simply want to be.

Sophie Van Oosterom, Global Head of Real Estate, **Schroders**  
Guillaume Cassou, Partner, Head of European Real Estate, **KKR**  
Shiraz Jiwa, Founder and CEO, **The Valesco Group**

**Moderated by** James Jacobs, Managing Director, **Lazard**

## 15.00 Networking break

## 15.30 **Session 7A: Building a residential portfolio: exploring the outlook for the living space market across Europe**

Capital is flowing into residential and its sub-asset classes of student housing, senior living, co-living and Build to Let. However, the supply of these opportunities is limited, entry requires taking on significant development risk, they are resource intensive, and carry a range of operational risks typically unfamiliar to real estate investors.

In this session we take a pan-European lens and discuss the art of building and operating a residential platform. We'll explore how to deploy at scale, what the common operational challenges are, how to find the right partners and foster in-house expertise, and discuss the approaches being taken to create a long-term, robust resi investment strategy.



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)

PERE

# Europe Forum

London 2021



Christina Ofschonka, Managing Director of Fund Management, **AEW Europe**  
Bill Bateman, Head of European Living, **Nuveen Real Estate**  
Jay Kwan, Managing Director, Head of Europe, International Real Estate, **QuadReal Property Group**  
Anna Brown, Director of Strategic and Corporate Finance, **McCarthy Stone**

**Moderated by** Adam Challis, Executive Director, Research and Strategy, EMEA, **JLL**

## 16.15 **Session 8A: What retail assets make sense to invest in?**

The conversation on retail is dominated by the narrative of shopping centre obsolescence and the decline of the high street, yet to meet the needs of the future consumer physical buildings, in which stock and transactions take place, will certainly be a part of the economy. In this session we discuss the future of retail investments, exploring questions such as how to investors discriminate between different retail exposures, what the post-pandemic consumer and tourism outlook is, how operators can add value to their brand customers and what the role of physical retail is in retail brands' sales strategy.

Joan Jove, Co-CEO, **McArthurGlen**

### ***Debt & Financing stream*** *Financing real estate for the next decade*

Stream chaired by Peter Plaut, Executive Director, **Wimmer Family Office**

## 13.30 **Session 5B: Landscape of the European real estate debt & finance market**

In this session we dive into the outlook for the real estate finance and debt market in Europe and look to understand how alternative and traditional lenders are refining their strategies.

The panel will touch on what can be expected with the end of government support schemes, where alternative lenders are seeing opportunities emerging and how to overcome challenges in underwriting alternative asset classes such as life sciences, data centres and residential, among other topical questions.

Michael Shields, EMEA Head of Real Estate, **ING**  
Craig Prosser, Managing Director, Head UK Real Estate Finance, **LBBW**  
Laila Massague, Principal - Real Estate, **StepStone**



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)

PERE

# Europe Forum London 2021



**Moderator by Peter Plaut, Executive Director, Wimmer Family Office**

## 14.15 **Session 6B: Outlook on banks' lending strategies and the impact on alternative lenders**

Banks have historically set the market for the relatively new alternative lenders in terms of the scope of opportunities. In this session we look to analyse how banks' strategies are likely to evolve in the aftermath of the pandemic, what the likely impact of new regulations will be in banks' real estate activities, and what this all means for the alternative financing market.

Nicola Free, Managing Director, Head of Real Estate Finance EMEA, **HSBC Bank**

Mark Bladon, Head of Real Estate, **Investec**

Gareth Williams, Head of Real Estate Finance, **QSix**

Lennart van Mierlo, Head of Commercial Real Estate Debt, **NN Investment Partners**

15.00 Networking break

## 15.30 **Session 7B: How to reposition debt portfolios towards alternatives?**

Over last 18 months the real estate asset class has gone through a fundamental shift in investment thinking as investors look to rebalance their portfolios away from commercial real estate and into alternatives such as residential, life sciences, data centres and other niche product. In this session we'll discuss how leading debt and financing players are going about getting ahead of this trend and overcoming the challenges in aligning their business toward alternatives.

Jonathan Jay, Partner, **Conduit Real Estate**

Lorcain Egan, Managing Director – Head of Lending, Europe, **Starwood Capital Europe Advisers**

Matteo Milan, Principal, **Cain International**

## 16.15 **Session 8B: Green & sustainable finance: how are real estate lenders moving the needle on social and environmental goals?**

ESG has been brought to the forefront of issues as investors and managers alike look to move beyond a box ticking exercise. Here we explore the latest efforts by lenders to incorporate ESG considerations into their business practices and deals. We'll explore how sustainability-linked loans work currently and what they should be evolving to, the best way to integrate social goals, as well as debating how significant an impact the financing community can have in transforming the real estate market's environmental and social performance at scale.



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)

PERE

# Europe Forum London 2021



Pontus Sundin CEO, Debt, **Brunswick Real Estate Capital Advisory**  
Roland Fuchs, Head of European Real Estate Finance, **Allianz Real Estate**  
Stanley Kwong, ESG Associate Director, Real Assets, **Aviva Investors**  
Martin Barnewell, Investment Director, Commercial Real Estate Debt, **Aberdeen Standard Investments**

**Moderated by** Dan Cunningham, Editor, **Real Estate Capital**

17.00 **Chair's Day one closing remarks**

17.10 **Cocktail reception and networking roundtables on residential investment**

- Affordable housing – led by Lynn Gilbert, Senior Advisor, **QSix**
- Senior living – speaker TBC
- Build to let – led by James Jacobs, Managing Director, **Lazard**
- Student accommodation – led by Raj Kotecha, Managing Director, **Amro Real Estate Partners**

18.30 **End of day one**

## Day two - Wednesday 22 September 2021

9.00 **Welcome to day two & chair's opening remarks**

### ***Sustainability and impact in real estate***

9.10 **Session 9: How will the green transition impact real estate investments?**

Reducing greenhouse gases is expected to materially impact the real estate industry considering its large carbon footprint (~40% of global emissions). The pandemic accelerated the "sustainability" transition, shifting occupiers' needs and driving higher demand towards higher-quality and energy efficient assets.

In this presentation we gain insight on the concept of the "green" office building, how investors should navigate the complexities of the economic and carbon costs of going green, and how investors should optimise their portfolios through careful cost-benefit assessments.

Peter Papadakos, Head of European Research, **Green Street**

9.30 **Session 10: How to get ahead in the race to achieving a net-zero real estate portfolio?**



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)

PERE

# Europe Forum London 2021



The pandemic has undoubtedly brought sustainability to the forefront of issues moving forward. Focusing on real estate's contribution to climate change mitigation, here we bring you a panel of leading funds and investors to discuss how to credibly achieve net-zero in private real estate portfolios.

The session will explore how to formulate a strategy that makes a net-zero commitment into a reality, what constitutes a genuine progressive effort, how to ensure your strategy is not just a PR front, and the risks associated with inaction on the valuation of assets.

Daniel McHugh, Chief Investment Officer, Real Assets, **Aviva Investors**  
Stephane Villemain, Vice President - Corporate Social Responsibility, **Ivanhoé Cambridge**  
Roxana Isaiu, Chief Sustainability Officer, **GRESB**  
Pertti Vanhanen, Managing Director, Europe, **Cromwell Property Group**

**Moderated by** Will Robson, Global Head of Real Estate Solutions Research, **MSCI**

## 10.15 **Session 11: How can private real estate create a social impact?**

Tackling the 'S' in ESG is one of the most difficult pieces of the puzzle when it comes to the sustainability agenda in real estate. Here we explore how leading funds can go about achieving social performance, what form their impact strategies are taking, what does 'good' look like and the wider role of private capital in creating solutions to Europe's affordable housing shortage, among other issues.

Pooja Patel, Principal, **Stepstone**  
Adrian Ion, CFO, **Therme Group**  
David Hirst, Partner, **Mitheridge**  
Henry Pepper, Investment Director, **Bridges Fund Management**

**Moderated by** Basil Demeroutis, Managing Partner, **FORE Partnership**

11.00 Networking break

## ***Accessing alternative sectors***

## 11.30 **Session 12: From niche to mainstream: which alternative sectors will become institutionalised?**

Investors are looking at niche sectors in the conquest to find attractive investment opportunities. Accessing these alternative sectors poses a range of operational challenges in



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)

PERE

# Europe Forum

London 2021



requiring specialist expertise and/or partners to be executed effectively. Here, our speakers will discuss how to effectively take on operational risk, gain critical mass in alternative markets, and strike the optimal balance between operational excellence and the added cost incurred.

Brad Hyler, Managing Partner and Head of European Real Estate, **Brookfield**  
Bill Page, Head of Real Estate Markets Research, **Legal & General Investment Management**

**Moderated by** Vanessa Muscara, Head of Research & Strategy, **Europa Capital**

## 12.15 **Session 13: Life sciences: how to best align to the end user and build a life sciences platform**

The pandemic has propelled life sciences to the forefront of investors' attention, but even prior to covid-19 the sector was already gaining traction. The market is still relatively small and tricky to invest and operate in. The availability of built stock is limited, opportunities need to be carefully vetted, and properties must be located within research-hub ecosystems to make them viable. Our panel of experts to help you digest what a good opportunity in the sector looks like, how to meet the needs of its unique tenant base and how to shape a strategy in building a life sciences platform.

Abigail Shapiro, Senior Vice President, European Office, Retail & Life Sciences, **Oxford Properties**

Charles Walford, Senior Development Director and Head of Life Sciences, **Stanhope**

James Sheppard, Commercial Director, UK and Ireland, **Kadans Science Partner**

Colleen O'Connor, Vice President, Leasing, East Coast and U.K. Markets, **BioMed Realty**

## 13.00 **Chair's closing remarks**

13.15 Networking lunch

14.00 **End of conference**



For program information:  
**Boris Petrovic**  
[boris.p@peimedia.com](mailto:boris.p@peimedia.com)

For sponsorship opportunities:  
**Sponsorship Team**  
[chris.w@peimedia.com](mailto:chris.w@peimedia.com)

For registration queries:  
**Customer Services**  
[customerservices@peimedia.com](mailto:customerservices@peimedia.com)