











# Table of Contents

Objectives & Methodology				
Key findings/ Executive Summary	7			
VISITOR	9			
Event Executive Summary	10			
KPI	12			
Objectives	17			
Data Cuts	20			
Other Survey Questions	22			
Sustainability	23			
KDA	24			
Participant Profile	29			

Objectives & Methodology	3
Executive Summary	7
<u>EXHIBITOR</u>	33
Event Executive Summary	34
KPI	36
Objectives	41
Data Cuts	44
Other Survey Questions	46
Sustainability	47
KDA	48
Participant Profile	51

## Objectives and Methodology





### Objectives

- Measure standard key metrics (Satisfaction, Loyalty, and Net Promoter Score).
- Measure reasons for **visiting and exhibiting** and satisfaction with our ability to deliver on those objectives.
- Behaviorally and demographically profile visitors and exhibitors.

### Methodology

- All surveys were conducted online via Verint, from March 23 April 11, 2023
- Total survey invites sent to 19.819 total participants

	VISITOR		EXHIE	BITOR
	n	%	n	%
Started	92	22	42	13
Completed	321	78	288	87



### Objectives and Methodology



### What's new in 2023?

- New questionnaire with a common core for all RX France's shows
- Shorter questionnaire focused on measuring the satisfaction
- Survey combining on-site and off-site questionnaire (not applied for MIPIM)
- For the analysis, use "ALL respondents" and not just those who answered all questions (under one condition, he/she has to answer at least the first two questions)
- Creation of a Dashboard with access to the results of all shows
- Creation of a Data Lake Group to highlight analysis (work in progress)

### KEY FINDINGS



Mipim obtains very good results for this edition.

	EXHIBITOR	VISITOR
NPS	+41	+23
Top 2 Satisfaction	71%	62%
Top 2 Loyalty	62%	57%

However, compared to 2022, these results decreased.

It is necessary to remember that the 2022 edition results were high. Was it due to a post-Covid phenomenon?

Despite this downward trend, the 2023 results are closer to the 2019 results.

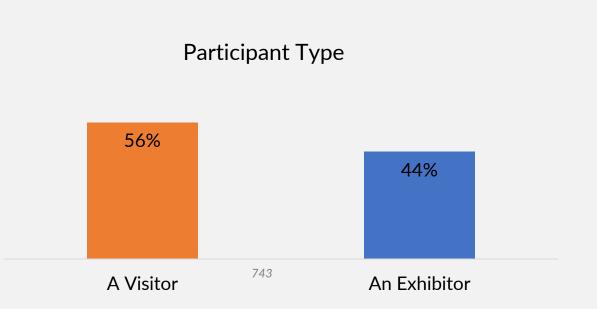
To explain their decreased satisfaction, survey respondents have mentioned a perceived increase in the overall cost of attending the show (hotels, restaurants, etc.).

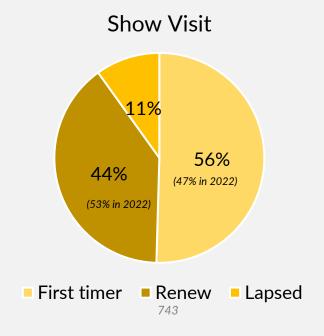
# Segment



### Same segmentation in terms of participant type vs 2022.

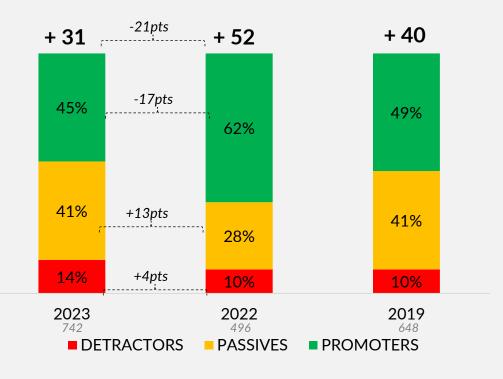
### More 1st timers in 2023





# Overall NPS (EXB +vis)\_ High level of NPS despite a general decline vs 2022





Significant drop in terms of NPS vs 2022 (-21 pts).

### This is due to:

- √ The switch from promoter profile to neutral profile (-17pts)
- √ The detractor profile is slightly increasing (+4pts)
- ✓ However, compared to 2019, the gap is less important: only -4pts among promoters. The detractor profile was stable until 2023.



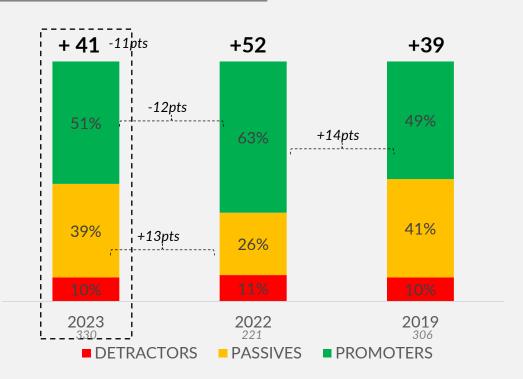
Is it a real decline in 2023 or 2022 was a post-Covid atypical year?

## NPS\_ Per Participant type

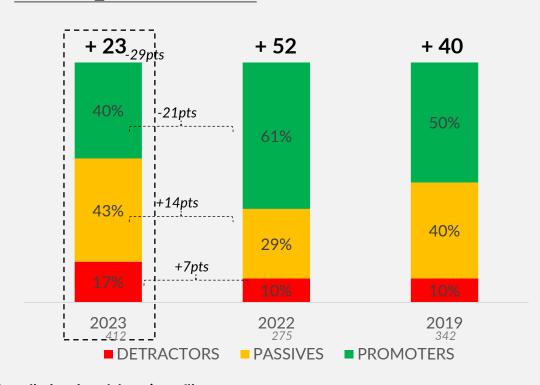




### Exhibitors\_NPS over time



### Visitors\_NPS over time

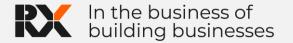


General decline of NPS vs 2022 driven primarily by the visitors' profile.

Visitors: -29pts of NPS. For the first time since 2019, the level of promoters is under 50%. And the level of detractors, has significantly increased.

Exhibitors: the NPS also decreases (-11pts) but less than the one of visitors.

After an increase in 2022, the NPS is similar to 2019's.









## VISITOR

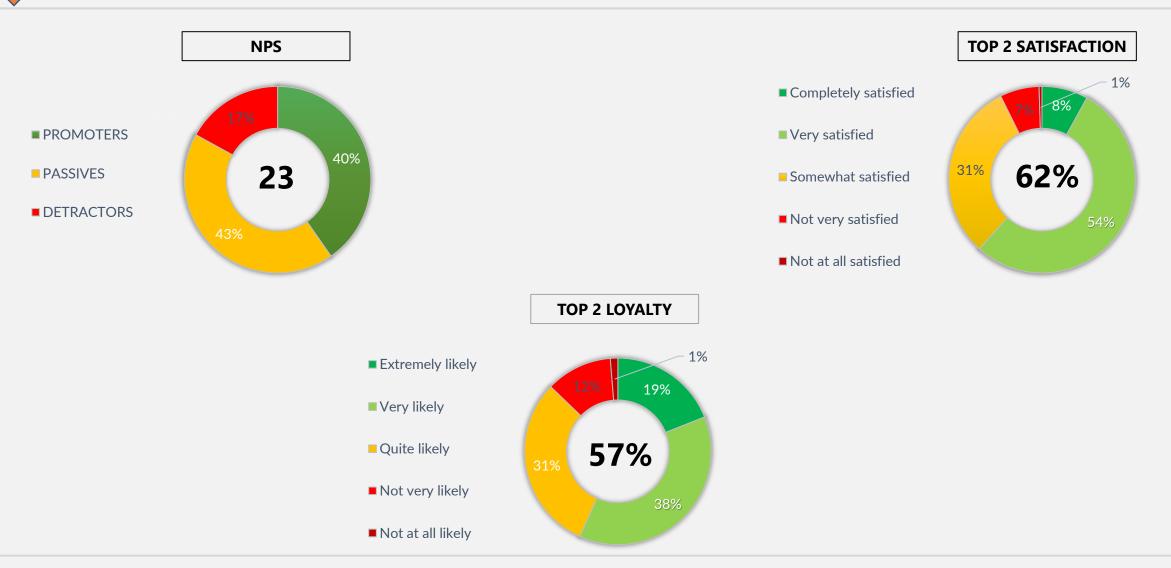
# At a Glance\_1st version of the dashbord, work in progress





## Event Experience Summary





### KPI OVER TIME



Significant drop in terms of NPS: -29pts. For the first time since 2019, the level of promoters is under 50%. And the level of detractors, has significantly increased.

Same downward trend for Satisfaction and Loyalty but at lower levels.



### Focus on the NPS\_ reasons why



# Verbatim Themes%• Good networking opportunity53• Interesting/reputable event26• Well-organized6

(n = 59)
%
38
14
9

DETRACTORS			
Verbatim Themes	%		
<ul> <li>Expensive participation</li> </ul>	36		
<ul><li>Lack of diversity</li></ul>	9		
<ul><li>Dominated by men</li></ul>	6		
<ul> <li>Good networking opportunity</li> </ul>	6		

Promoters (n=169)	%
Good networking opportunities	27
Show organisation/experience	20
Quality of contacts	7
Interesting show/ Great content	5
Business benefits	1
Show Reputation	1
Difficult to Navigate	1

Passives (n=79)	%
Connecting with network	16
Digital Tool Difficulty	8
Show expenses	8
Range of participants	4
Show focus needs improvement	4
Good experience	4
Well-organised	3
Beneficial to business	3
Conference/Seminar content	3
Difficult to navigate show	3

Reminder 2022

Detractors (n=27)	%
Poor organisation	33
Not valuable for money	22
Missing participants	22
Poor customer service	7
Insufficient health measures	4

#### **Detractors:**

### Notion of cost in a global context (hotel, salon...). This is the main theme.

Low participation

Le MIPIM devient prohibitif, tant pour le prix des billets que pour le prix des hôtels et les tarifs des taxis et restaurants qui augmentent pour la période.

However, the cost of attending is prohibitive; MIPIM pass, hotel accommodation and (especially when traveling from further afield) flights.

Très cher et peu profitable.

Main European exhibition together with ExpoReal but too expensive in comparison

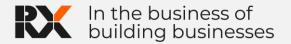
Surrounding infrastructure (hotels, apartments etc) completely out of control in terms of pricing and quality

13

### Questioning the value for money of the show.

The cost versus the benefit is just getting hard to justify. Fewer politicians go and they are the key for me. You need to find a way to get the costs down.

Toujours très riches mais les expos stands dans le salon sont de moins en moins utiles / prix.



## NPS Themes – Sample Verbatim





### **PROMOTERS**

### **Good networking opportunity**

- A great event to connect with peers in the industry
- Ability to have so many decision makes together in one place the added bonus of having a thriving town alongside the event provided for informal and chance meetings
- Access to leading real estate pears and top leaders from multiple countries. The perfect settings for events, networking and making our brand known.

#### **Interesting/reputable event**

- Just fantastic, great ambience and well considered layout inside the event
- Large size, extensive coverage of industry
- Good overview of the EU RE market, opportunity to meet a lot of clients and business partners in just a few days....

#### **Well-organized**

- People and companies/organizations that attended, well organized event, excellent weather, exhibitors and local facilities.
- Well organized, good location, efficient check in and great detail. too many men was the only problem
- L'organisation les exposants tout était parfait

### **PASSIVES**

#### **Good networking opportunity**

- évènement incontournable pour les professionnels d'immobilier.
   Les contacts peuvent être nombreux et imprévisibles.
- Finding a client or prospect is like finding a needle in a haystack
   MIPIM is a HUGE gathering of people
- Focus on networking, immediacy of contact with others, less distraction than being at home

#### **Expensive participation**

- Useful, if one can afford the cost
- It is very expensive, and the panel discussions tend to be lazy PR exercises, with nobody actually preparing presentations or giving information. The whole "MIPIM price" element for restaurants and venues is grating....i felt like we were being ripped off everywhere. Cannes is lovely but it has no competition, and it feels lazy. The yacht vibe was off this year also global housing crisis etc.
- Its very expensive (ticket, travel, accommodation, etc.), so one needs to consider carefully whether the fair is good value.
   Particularly, this year, many of my contacts did not attend at all.

#### Well-attended

- Well attended, good exhibitions but limited immediate leads in the short term for my area. However, profile raising can't be beaten.
- Most people from RE industry present
- It was not very crowded and well organized as usual.

### **DETRACTORS**

#### **Expensive participation**

- Perte de temps et coût trop élevé
- Main European exhibition together with ExpoReal but too expensive in comparison
- Overpriced

#### Lack of diversity

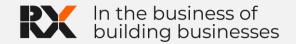
- Beaucoup moins de français qu'avant, donc moins de business. Et accès trop cher: badge, hôtel etc...
- It was disappointing to see that MIPIM has not really moved with the times to ensure greater diversity of delegates and to promote more meaningful engagement with the difficult problems of equality and sustainability faced by the property industry.

#### Dominated by men

- Le MIPIM reste une façon de faire du Business daté, avec des RDV sur des yachts pour changer le monde demain? le MIPIM ce sont des stands provisoires jetés, après 3 jours? Le MIPIM ce sont 70%/80% d'hommes blancs en costard?
- As an ESG rep for the business the context of MIPIM theme was important, however the business case for my inclusion would be unlikely going forward. Personally, I found it hard to justify the carbon miles and although some great exhibitors, it remains a very agent heavy/male dominated event.

#### **Good networking opportunity**

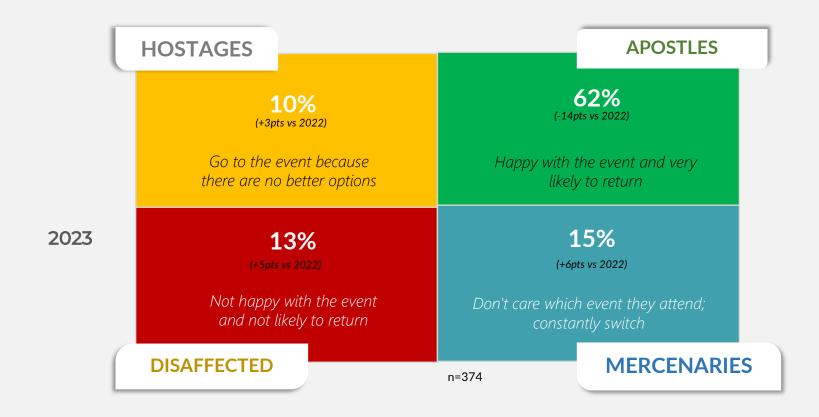
- It's a good place to meet and network, but you can probably do much of that without a ticket.
- Great opportunity to meet many clients/potential clients in one location and in both formal and social settings. However, the cost of attending are prohibitive; MIPIM pass, hotel accommodation and (especially when traveling from further afield) flights. Requires very careful consideration of business potential vs expense.

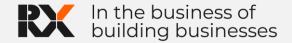


# Loyalty Quadrants



### 6 out of 10 visitors are an Apostle, lower than 2022.











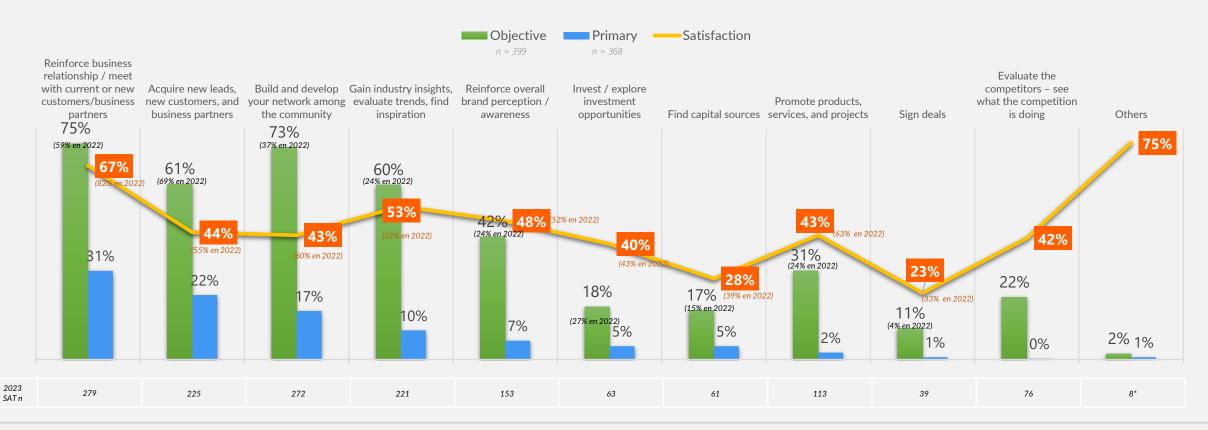
VISITOR OBJECTIVES

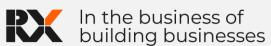
## Visitor Objectives.



### Reinforcement in terms of objectives.

#### Lower satisfaction level than 2022.



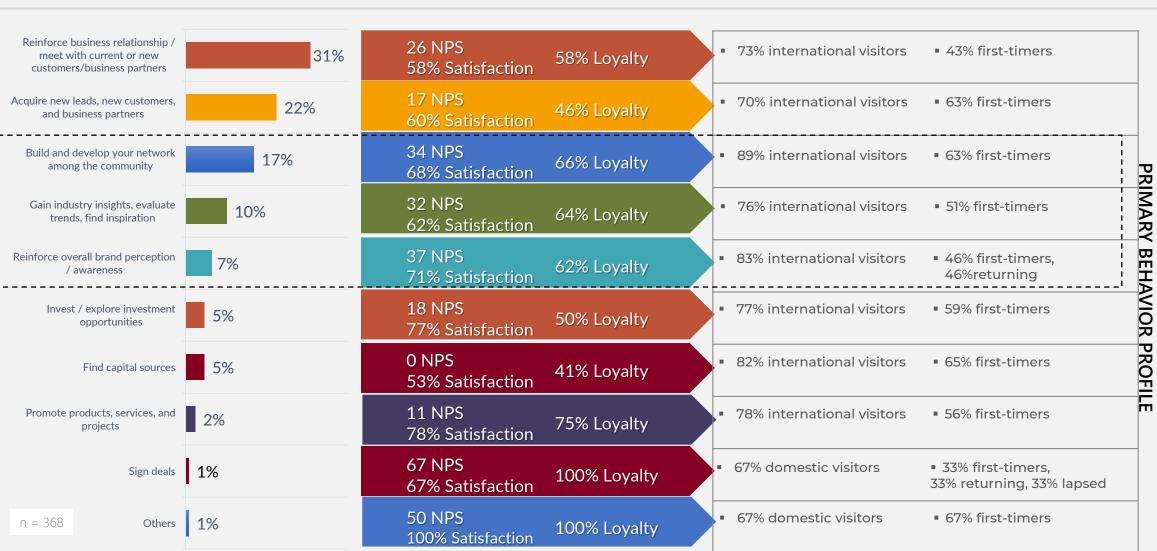


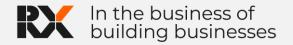
OBJECTIVES: What were your objectives when attending MIPIM? Please select all that apply.

### Topline Measures per Primary Behavior



# **Overall Show Scores NPS** 23 Satisfaction Loyalty











# DATA CUTS

Visitor

# Topline Measures per Profile



										1
OVERAL	I SHOW	COUI	NTRY		MAIN CO	ONTRACT		HIS	STORY STAT	US
SCO		Domestic	Inter- national	Visitor	Exhibitor	Affiliate	Barter	First-timer	Renew	Lapsed
NPS	23	21	24	24	-33	31	33	24	25	17
	n <sub>NPS</sub>	104	308	322	12*	75	3*	223	131	58
SAT	62%	51%	66%	63%	33%	61%	67%	66%	58%	55%
	nSAT	105	308	323	12*	75	3*	224	131	58
LOY	57%	55%	57%	59%	44%	48%	50%	50%	68%	59%
	nLOY	93	281	296	9*	67	2*	204	116	54
	•			,						

- ✓ The French visitors are a bit more challenging than the international ones
- No significant difference among the other profiles







# SUSTAINABILITY and KDA

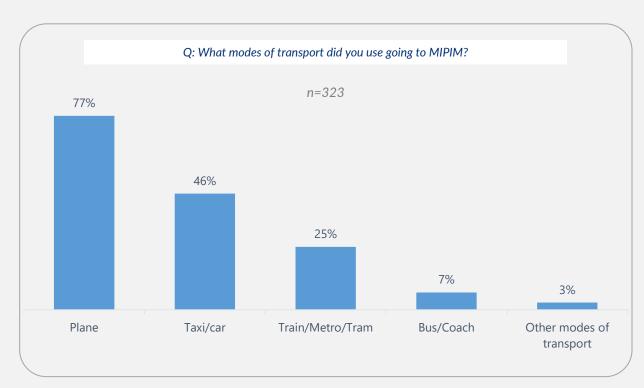
Visitor

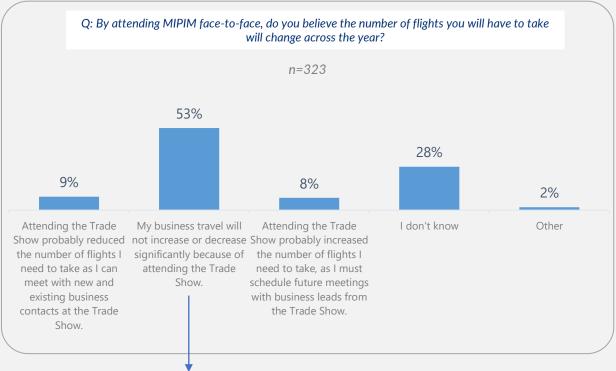
### Mode of Transport and Travel Impact



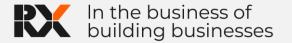
Unsurprisingly, the plane is most used for this international show.

Regarding the Carbon impact, they don't plan to change their travel habits.





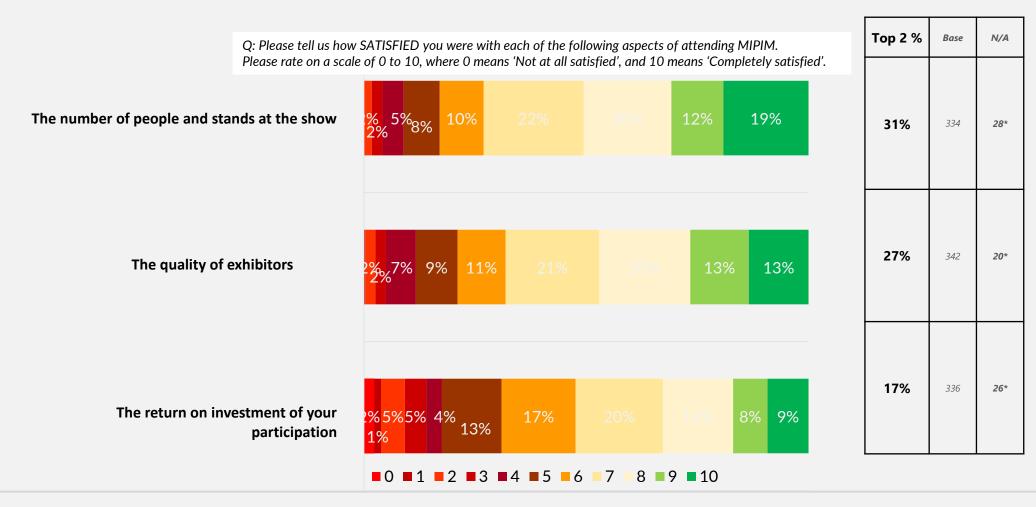
47% for 1st timers vs 59% for regulars

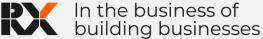


# Key Drivers Analysis: Business



### The ROI is lower in terms of satisfaction.

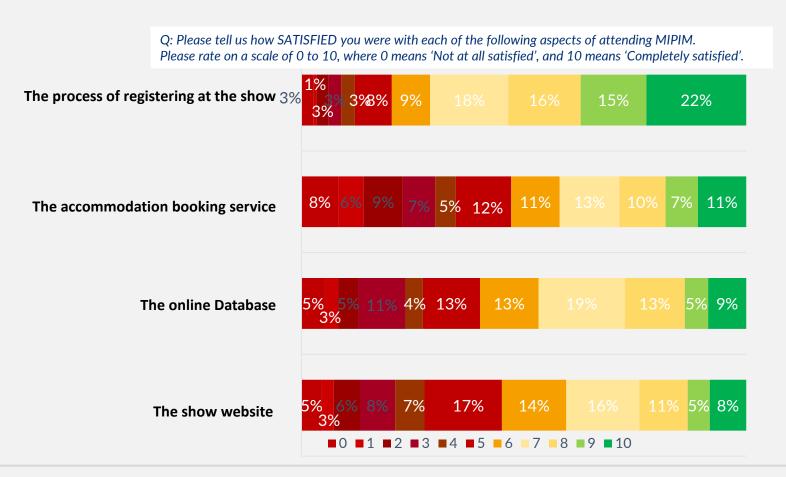




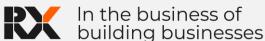
### Key Drivers Analysis: Online Services & Tools



The process of registering comes out on top in terms of satisfaction among the online services.



Top 2 %	Base	N/A
37%	325	26*
18%	193	158
14%	304	47
13%	304	47

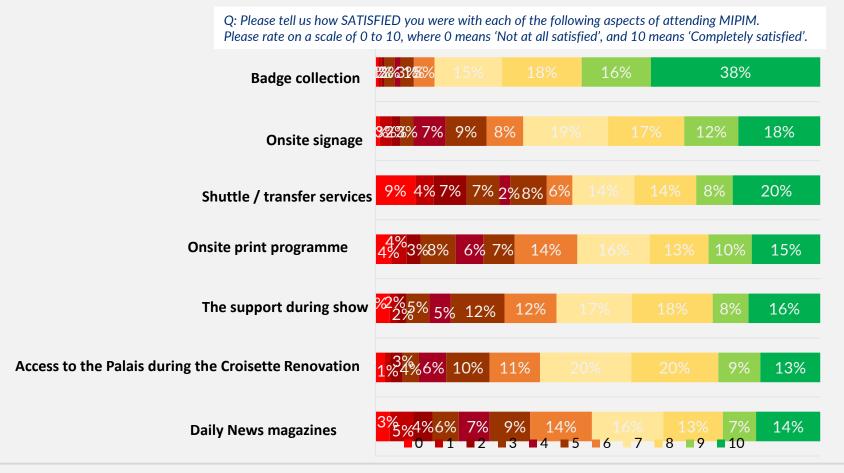


\*Caution: Small Base (n<30). Use data directionally.

### Key Drivers Analysis: Onsite Services & Tools



### Regarding the onsite services, the Badge collection comes first.



Top 2 %	Base	N/A
54%	302	39
31%	304	36
28%	122	219
25%	227	114
24%	248	93
23%	327	13*
22%	187	154

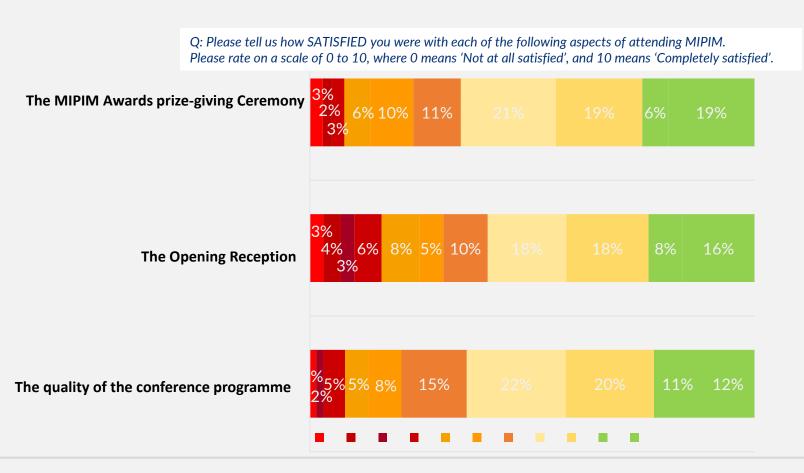


\*Caution: Small Base (n<30). Use data directionally.

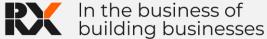
### Key Drivers Analysis: MIPIM 2023 conferences and events



### Regarding the conferences, the MIPIM Awards is the most appreciated.



Top 2 %	Base	N/A	
54%	103	230	
31%	130	203	
28%  *Caution: Small B	252	81	



### Events Attended and Satisfaction

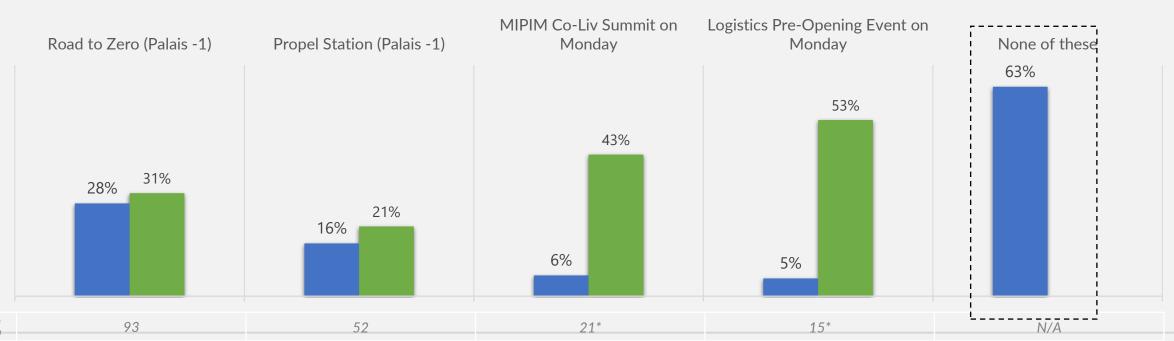


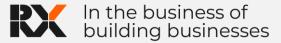
Most of the participants did not take part in the new events.

Moderate level of satisfaction for those who attended.



■ Events ■ Satisfaction n = 331









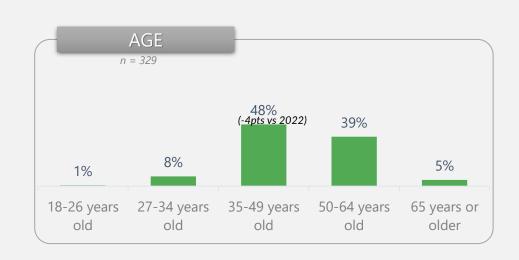


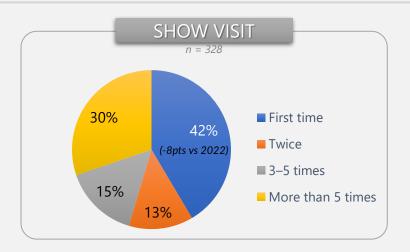
### PROFILE

Visitor

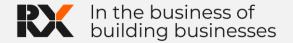
# Participation history and Age





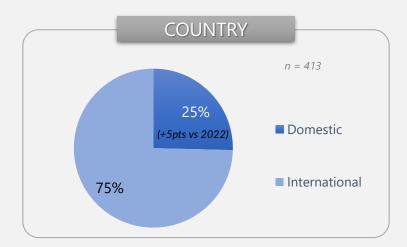


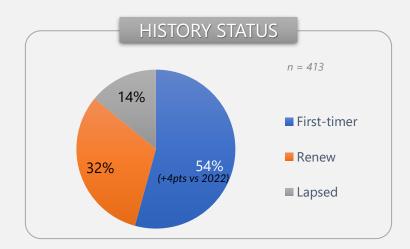
SHOW VISIT: How many times, including this one, have you attended MIPIM? AGE: Please state your age: TESTIMONIAL: May we use your comments as a testimonial in the future, if we choose to?

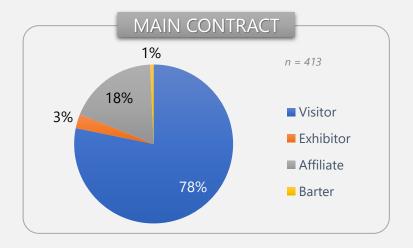


## Visitor Information















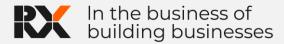


### **EXHIBITOR**

# At a Glance\_1st version of the dashbord, work in progress

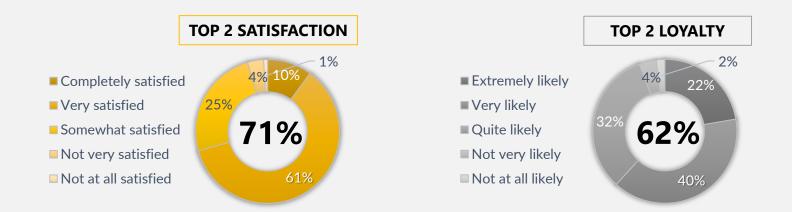


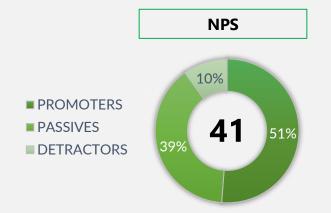


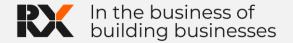


### Event Experience Summary









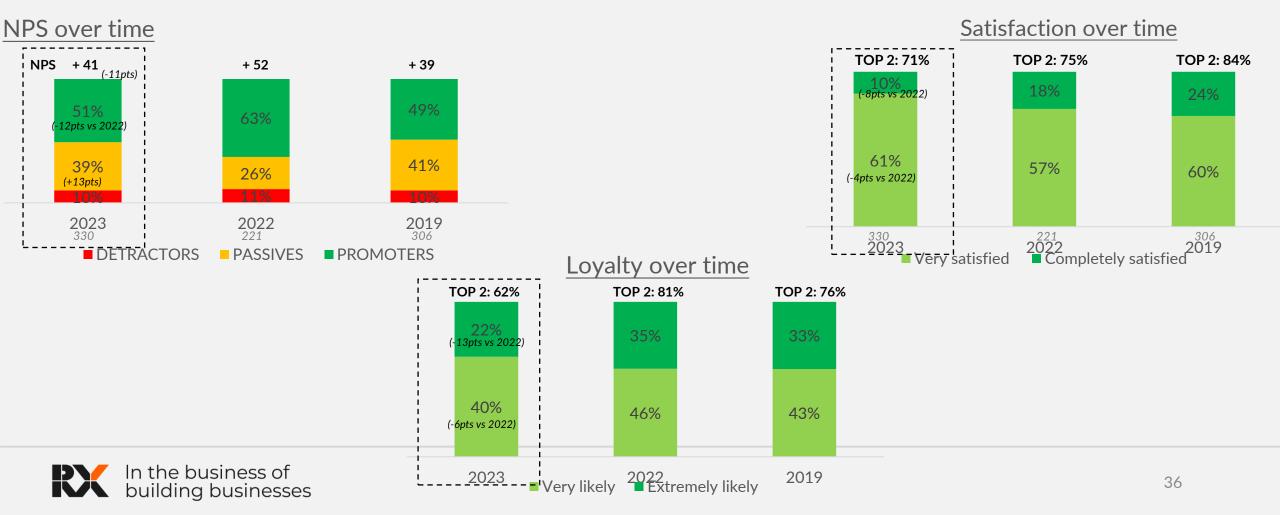
### KPI OVER TIME





NPS level is down vs 2022 due to a shift from promoter profile to neutral one. Same for visitors, the decrease is less important compared to 2019. Same remark for the Loyalty.

The top 2 Satisfaction is at the same level as 2022 despite a decrease in the completely satisfied part.



## Focus on the NPS\_ reasons why





PROMOTERS (n	
Verbatim Themes	%
<ul><li>Good networking opportunity</li></ul>	63
<ul><li>Informative and engaging</li></ul>	25
Great variety	10

(n = 52)
%
22
8
5

DETRACTORS	(n = 16)
Verbatim Themes	%
<ul><li>Expensive participation</li></ul>	29
<ul> <li>Difficulty to find exhibitors/target sectors</li> </ul>	14
<ul><li>Less organisation</li></ul>	7
■ Low ROI	7

#### Un salon incontournable du secteur.

It is the biggest and productive Global Real Estate Event in Europe.

International show, developers from all sectors of the industry are present, yearly meeting place in a great setting.

Must have pour l'immobilier

It's the place to be for everybody from this industry

#### Un lieu parfait pour faire du business.

Many exhibitors, many opportunities to make new business contacts.

Perfect event to meet clients, to discuss new ideas and to do business.

Capacity to attract the right people and provide adequate networking possibilities

Meet important people, networking

#### Un lieu de rencontre entre paires.

Great place to see the world of real estate at one venue. All the old and new acquaintances are represented. Excellent and enjoyable venue.

Salon international qui permet de rencontrer l'ensemble des professionnels et collectivités internationales.

The opportunity to network with like-minded professionals and learn from experts in the field was invaluable, and I left the event feeling energized and inspired.



### Un lieu incontournable mais un prix global trop élevé.

It is a good global relaxed environment but really too long and expensive.



Raquette en bande organisée (les restaurants le soir pratiquent des prix prohibitifs dans un environnement sur densifié où il est quasi-impossible de communiquer avec son voisin de table sans hurler).

Le prix, tant du salon que des logements et des restaurants.

Beaucoup d'argent pour peu de retour

#### Des problèmes d'organisation.

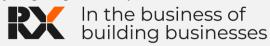
Organisation pas top, pas de mise en avant des emplacements.

The information given during the initial process for a visitor's first contact with salespeople; has to improve definitely.

The congress hall is very confusing and there is no way of getting the customer list out for a specific country in a handy

format. Cannes is way too expensive!!!

Organisation pas top, pas de mise en avant des emplacements



### NPS Themes – Sample Verbatim





### **PROMOTERS**

### **Excellent networking event**

- networking, quality of the content in the events
- Nous sommes ressortis du MIPIM avec plus de 250 leads dont une centaine d'ultra-qualifiés.
- Perfect event to meet clients, to discuss new ideas and to do business.

#### Interesting/engaging/reputable

- I found the event to be both informative and engaging. The opportunity to network with like-minded professionals and learn from experts in the field was invaluable, and I left the event feeling energized and inspired.
- Salon très interessant
- World reference of its kind

### **Great diversity of crowd**

- Amazing Senior crowd and best experience for any technology company to get featured in front of C Suite
- Complete offer and visitors profile in the event
- Good contacts; high standard organization; opportunities to be known; good wine food; make a good network

### **PASSIVES**

#### **Excellent networking event**

- Good gathering of al large portion of the RE industry players, the venue could be more structured and is beginning to decay
- Good networking event. Productive meetings and follow ups.
   Stand at MIPIM is not that relevant.
- Great audience, great to be in Cannes, very international, however, not a perfect infrastructure for a trade fair, internet costs a fortune

#### **Great diversity of crowd**

- Diversité, contacts,
- Very well attended with somehow dated facilities with complicated layouts and poor communication/information tools like an App with maps and ability to connect and arrange meetings
- Well attended event and clearly well networked. Could do with some more networking opportunities on a country specific basis though.

### **Expensive participation**

- Many people in the industry do not attend it is so expensive
- Quite expensive to attend. The right target audience but location of the stand not ideal.
- Good event but cost is becoming prohibitive

### **DETRACTORS**

#### **Expensive participation**

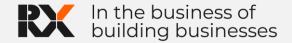
- The congress hall is very confusing and there is no way of getting the customer list out for a specific country in a handy format. Cannes is way too expensive!!!
- Too crowded place, very bad organization of food premises, very poor choice and bed quality. Very expensive tickets for exhibitors and for visitors.

#### Missing target sectors

- Difficult to find exhibitors
- J'étais déçu en tant que startup non exposante d'être invisible par rapport aux autres visiteurs. Peut être un badge spécial serait il une bonne idée ?

#### Others

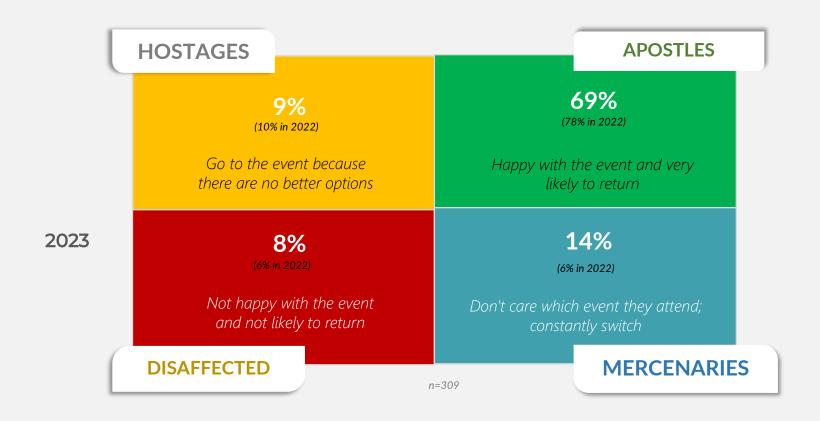
- tant que le MIPIM ne sera pas environnementalement correct (recyclage des stands, emplois d'insertion, etc.) la question de reprendre une accréditation sera posée...
- Organisation pas top, pas de mise en avant des emplacements
- The information given during the initial process for a visitor's first contact with salespeople; has to improve definitely.

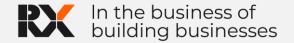


# Loyalty Quadrants



#### Almost 7 out of 10 exhibitors are an Apostle, down from 2022.









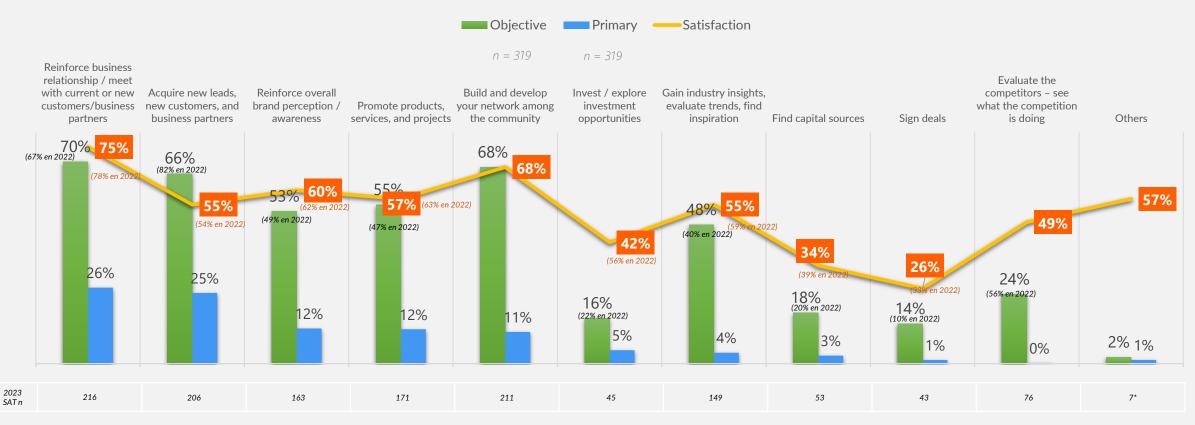


# EXHIBITOR OBJECTIVES LOYALTY QUADRANTS Exhibitor

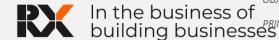
# Exhibitor Objectives\*



The business objectives come out on top with a fairly good level of satisfaction despite a slight drop compared to 2022.



\*Caution: Small Base (n<30). Use data directionally.



## Topline Measures per Primary Behavior





#### **Overall Show Scores**





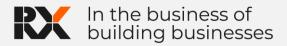
#### Satisfaction



#### Loyalty













# DATA CUTS

Exhibitor

# Topline Measures per Profile



OVERALL SHOW SCORES										•
		COUNTRY		MAIN CONTRACT			HISTORY STATUS			
		Domestic	Inter- national	Visitor	Exhibitor	Affiliate	Barter	First-timer	Renew	Lapsed
,										
NPS	41	35	43	4	46	42	100	40	43	41
	nNPS	80	250	25*	133	169	3*	190	118	22*
SAT	71%	61%	74%	52%	75%	69%	100%	72%	68%	73%
	nSAT	80	250	25*	133	169	3*	190	118	22*
LOY	62%	64%	61%	38%	64%	63%	100%	61%	65%	55%
	nLOY	73	236	21*	122	164	2*	177	112	20*
										•

- International exhibitors are more satisfied in trend
- No significant difference among the other profiles







# SUSTAINABILITY and KDA

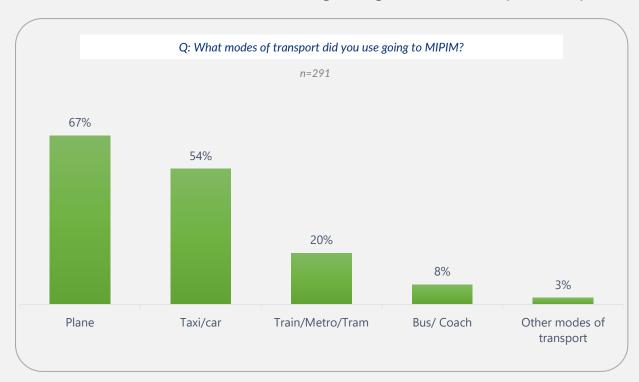
Exhibitor

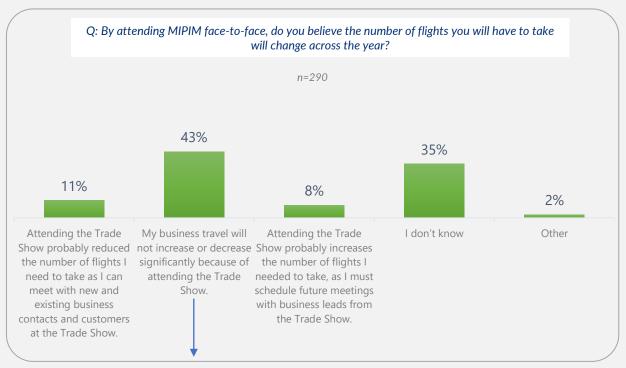
## Mode of Transport and Travel Impact



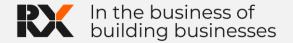
Plane and car/taxi are the preferred modes of transport for exhibitors.

Regarding the Carbon impact, they don't plan to change their travel habits.





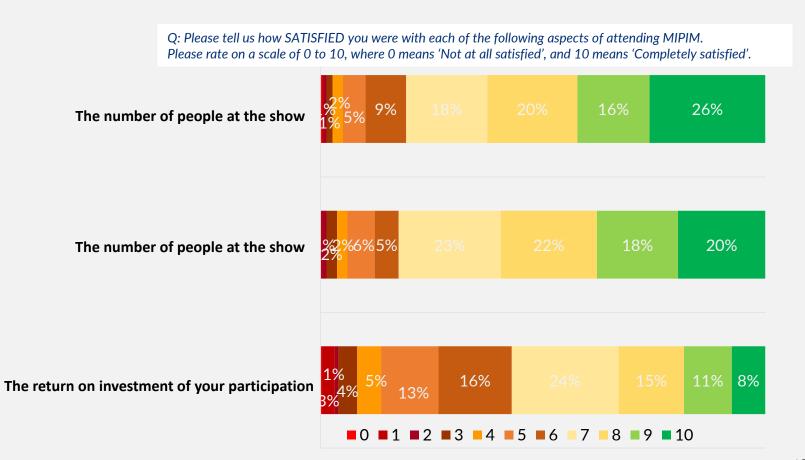
42% for 1st timers vs 44% for regulars



# Key Drivers Analysis: Business

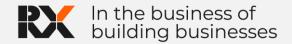


#### Good level of satisfaction except for the ROI.



Top 2 %	Base	N/A
42%	296	8*
38%	296	8*
18%	279	25*

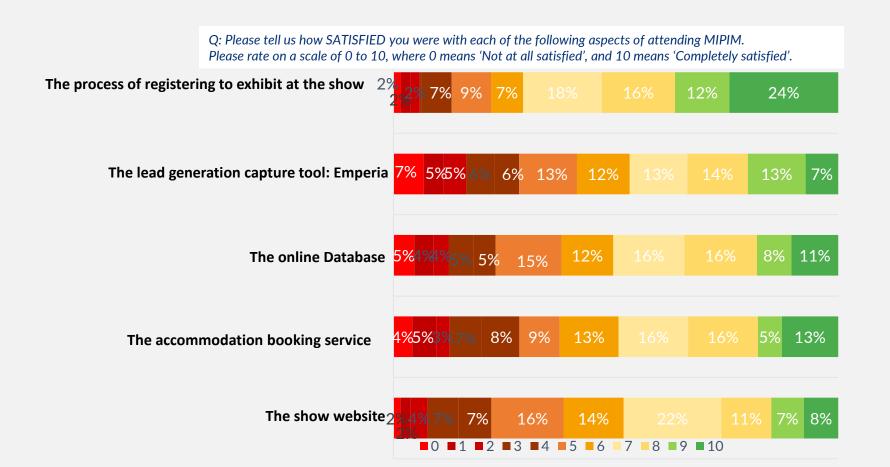
\*Caution: Small Base (n<30). Use data directionally.



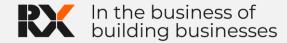
## Key Drivers Analysis: Online Services & Tools



#### The process of registering comes first.



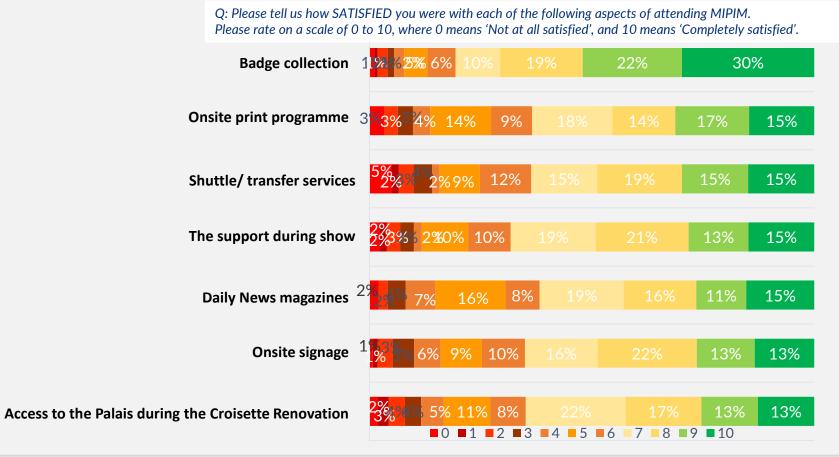
Top 2 %	Base	N/A
37%	237	64
20%	177	124
18%	257	44
18%	166	135
15%	259	42



## Key Drivers Analysis: Onsite Services & Tools

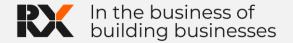


#### Good level of satisfaction for the badge collection.



Top 2 %	Base	N/A
52%	269	27*
31%	205	91
30%	121	175
28%	230	66
27%	196	100
26%	269	27*
25%	276	20*

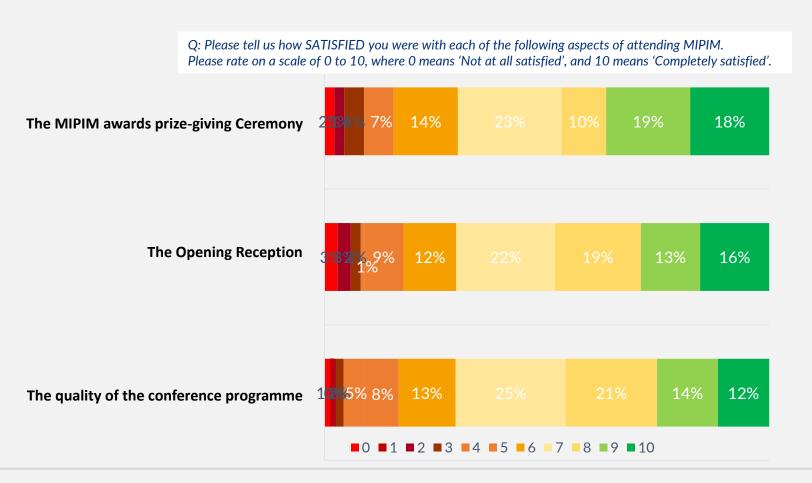
\*Caution: Small Base (n<30). Use data directionally.



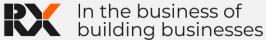
## Key Drivers Analysis: MIPIM 2023 conferences and events



#### The MIPIM Awards is the most appreciated event.



Top 2 %	Base	N/A
37%	90	204
29%	135	159
25%	234	60

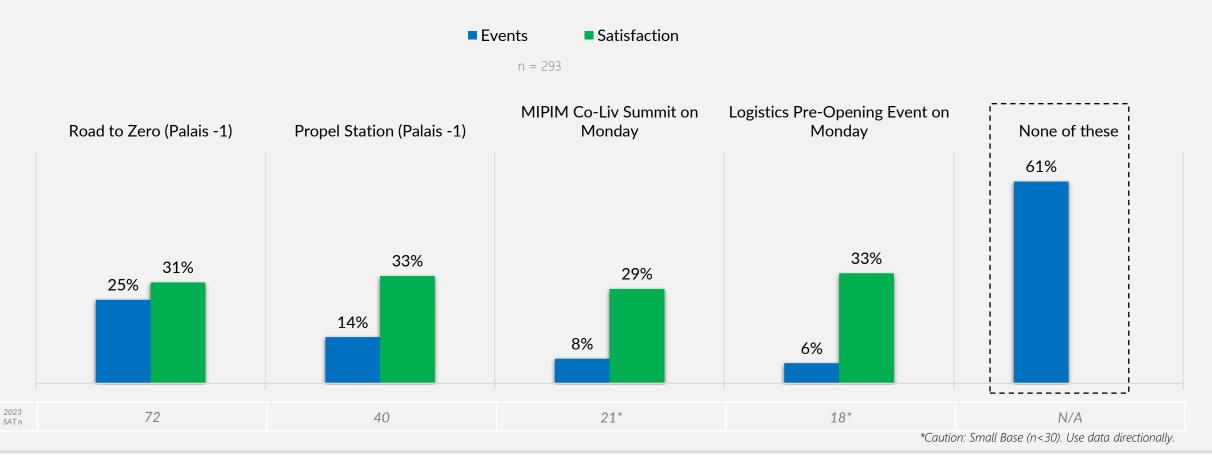


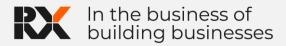
### Events Attended and Satisfaction



Most of the exhibitors did not take part in the new events.

Moderate level of satisfaction for those who attended.









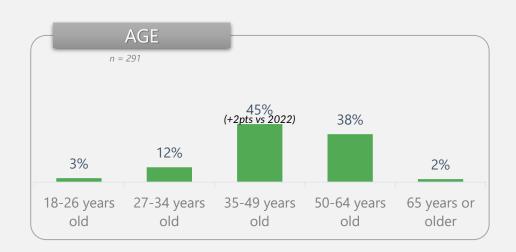


## PROFILE

Exhibitor

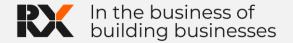
# Participation history and Age





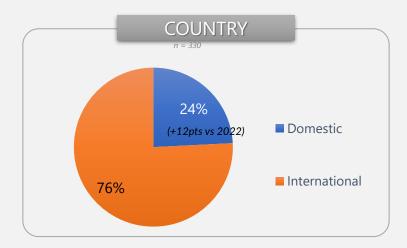


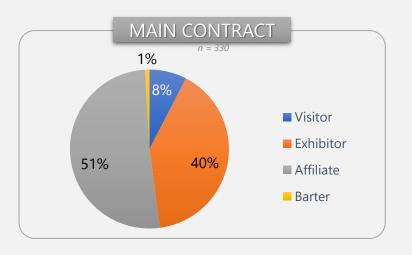
SHOW VISIT: How many times, including this one, have you attended MIPIM? AGE: Please state your age: TESTIMONIAL: May we use your comments as a testimonial in the future, if we choose to?



## Exhibitor Information







# Golden Question



Un partage et une cohésion entre les différentes métropoles françaises très enrichissant!

Keep up the great work!

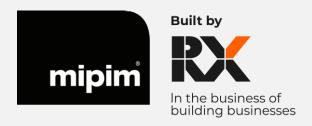
L'ambiance toujours aussi unique!

Unique opportunity to meet and build / strengthen relationships with many peers, clients and media in three days - something you cannot achieve in your regular.

From 1996 every year is a new experience and an opportunity to meet known people and new faces

I am already looking forward to participating in the event again next year, and I am sure that it will be just as successful as this year's event. Thank you once again





#### **THANKS**

Report by: Emmanuela REGISTRE

For more information emmanuela.registre@rxglobal.com

## END