



# Zagreb 2025 Conference Programme

For full details and Speaker Bios go to the Conference App

## Monday 5th May

### 15:00 - 16:00 EGQS+ Update

Rovinj, Dubrovnik, Split 1st Floor

Moderator; Martina Scharwey

- Join Martina as she takes the group through the changes that have been made to the 2025 EGQS+ Quality Standard

### 16:00 - 17:00 Premium Members & Sponsors Reception (Invitation Only)

Rovinj, Dubrovnik, Split 1st Floor

- Join the whole EGQS+ team for a celebration of our EGQS+ Holders! Our Project Director Martina Scharwey, Mentors Åse Löfgren Gunsten and Michèle Bramstoft, Lead Auditor Jochen Muskalla will be there to toast you!

### 17:00 - 17:45 Newcomers Reception

First Floor Gallery

### 18:00 - 19:00 Speed Networking

Ballrooms A&B Lobby

- Join us for our fast and popular Speed Networking session! Come early as it will be first come first seated as we are limited to 200 delegates.

## Tuesday 6th May

### 07:15 - 08:00 Net-Walking Tour of Zagreb (€5 charge all proceeds to our Zagreb charity)

Meet in the Sheraton Lobby

- Join the group for a 45 minute walking tour around the streets and parks of the Lower Town.

### 10:00 - 11:00 Conference Opening

Ballrooms A&B

Moderator; Tad Zurlinden EuRA CEO

Speakers; Sophie Rehberg EuRA President, Simon Robins EuRA VP, Ben Jones Simply London

### 11:00 - 11:30 Morning Coffee

### 11:30 - 12:15 Session - EuRA Update

Ballrooms A&B

Moderator; Tad Zurlinden EuRA CEO

### 12:15 - 12:30 Session - AGM

Ballrooms A&B

Moderator; Tad Zurlinden EuRA CEO

### 12:30 - 14:00 Lunch

### **14:00 - 15:00 Session - Dealing with Adversity; Navigating Challenges in Relocation & Immigration**

Ballrooms A&B

Speakers; Dana Pick, Tracy Kautzmann, Manon Dumas, Daniel Drenger

- In an industry shaped by constant change, professionals often face unexpected challenges—whether personal, professional, or global. This panel brings together industry experts to share real-life stories of resilience, from navigating workplace toxicity and professional setbacks to coping with crisis situations like war and economic uncertainty. Through candid storytelling, panelists will explore themes of betrayal, powerlessness, and frustration, while also highlighting the lessons learned and the strength gained in adversity. Join us for an inspiring and thought-provoking discussion on overcoming obstacles, adapting to change, and finding empowerment in difficult times.

### **15:00 - 15:30 Afternoon Tea**

### **15:30 - 16:30 Session - Addressing Mental Health and Wellness - Innovative Solutions from Around the World**

Ballrooms A&B

Speakers; Susan Ginsberg, Brenda Levis, Irina Yakimenko, Sylvie Schmit-Verbrugghen, Diwaker Gupta

- We are amidst a mental health crisis. Highlighting the importance of developing mental health and wellness solutions worldwide serves multiple purposes, from raising awareness and education to elevating employee engagement, sparking innovation, and promoting cultural exchange. This frank discussion provides a comprehensive understanding of how diverse cultures approach mental health and offers practical solutions that can be adapted to various contexts to improve overall well-being, quality of life, and employee engagement.

### **18:30 - 20:30 Welcome Reception**

Conference Areas, Ground Floor and First Floor

## **Wednesday 7th May**

### **07:15 - 08:00 Net-Walking Tour of Zagreb (€5 charge all proceeds to our Zagreb charity)**

Meet in the Sheraton Lobby

- Join the group for a 45 minute walking tour around the streets and parks of the Lower Town.

### **09:30 - 15:30 EuRA Global Corporate Housing Day 2025 - What Unites Us**

Panorama Suite, Westin Hotel

Buses will be available from 9am to take you to The Westin returning to The Sheraton at 15.45, alternatively you can get a 20 minute 'netwalking' session in!!

- Engagement: Take an interactive part in this welcoming and engaging session to temperature check our industry in a fast-moving geopolitical landscape
- Managing Risk: Operator, agents, RMC's and third parties - discuss and debate how to help prepare for potential challenges and current risks in a VUCA world
- ESG: With a focus on Social and Governance, a lively inclusive and interesting POV discussion to explore our common goals of co-operation, teamwork and collaboration in the current climate
- Associations Chat (ASAP/CHPA/EuRA/CERC): Setting agendas for the global stage - how the association leaders are working to help educate and help shape a healthy future for the Corporate Housing industry

### **10:00 - 12:30 - MIM Coaching Session (Pre-Registered Delegates Only)**

Imperial Room Conference Lobby

Trainer; Dr Carmelina Lawton Smith, EuRA SC Education

- In this two and a half hour workshop we will explore the current understanding of the concept of 'Well-Being' in the organisational context. It will be a highly interactive session where delegates will be asked to share their knowledge and experience of the area, discussing challenges and potential solutions. Participants will be directed to further resources that they may wish to follow up. The same workshop will be run twice, in the morning and afternoon, to enable delegates to schedule the most convenient time to attend the full session as attendees should plan to join for the whole period in order to avoid disrupting table discussion groups. Places will be allocated on a first come first served basis.

### **10:00 - 12:30 Workshop - Immigration**

Ballrooms A&B

- Panel 1: Navigating change in Immigration - Exploring regional changes in immigration laws and policies and what effect the current geopolitical landscape is having on global immigration. The panel will also suggest practical considerations for global mobility professionals in this new chapter for the industry.
- Panel 2: Immigration Compliance - Why it matters and the risks of falling short - Why is it important and what are the consequences if we fail to comply? How can we ensure we remain compliant and what impact will digitisation have across the sector?

### **12:30 - 14:00 Lunch**

### **13:00 - 14:00 Legal Workshop**

Rovinj, Dubrovnik, Split 1st Floor

Speaker; Gordon Kerr EuRA SC Legal

- Legal Workshop 1 - Complying with the GDPR Gordon Kerr will provide an overview of how a relocation business should comply with the GDPR and answer questions on data privacy and cyber security issues. This will also be an opportunity to learn about EuRA's new GDPR Compliance Certificate.

### **14:00 - 15:30 Workshop - Value Chain / Supply Chain**

Ballroom AB

- Session 1: Becoming a Successful Global Mobility Supplier - This session will provide valuable insights for aspiring global mobility service providers. Learn how to effectively position your services, develop a strong marketing and sales strategy, and increase your visibility within the industry. We will explore key strategies for generating leads, building relationships, networking with potential clients, and successfully managing RFIs and RFP requests.
- Session 2: Maintaining Success as a Global Mobility Supplier - This session will focus on best practices for maintaining long-term success as a trusted global mobility supplier. We will discuss strategies for successful onboarding and implementation, effective issue resolution and escalation procedures, and techniques for managing fluctuations in demand. Learn how to build strong client relationships, enhance service delivery, and ensure continued success in the competitive global mobility market.

### **14:00 - 16:30 - MIM Coaching Session (Repeated)**

Imperial Room Conference Lobby

Trainer; Dr Carmelina Lawton Smith, EuRA SC Education

- This is a repeat of the session that took place this morning.

### **15:30 - 16:00 Afternoon Tea**

### **16:00 - 17:30 Workshop - Well Being**

Ballrooms A&B

This year we are recognising the importance of our own mental health and wellbeing more than ever. The subject of wellbeing will not be a new one to you and your business. But how often do we focus on the wellbeing of the individuals and families that we are relocating, compared to how much we are focusing on the people who look after them? It is time to put your mask on first! Join us for an interactive workshop where we will focus on you, and your wellbeing.

Hear from industry leaders from all over the world who will exchange their perspectives, experiences, and solutions, with practical tips you can start using straight away! This interactive discussion is geared towards individuals, managers, and business owners supporting colleagues, friends, loved ones, and most importantly themselves.

We will be discussing

- How to monitor and manage the wellbeing of your remote team
- Rewiring your mind - Understanding NLP (Natural Language Processing)
- The power of Anchors
- Practical techniques for emotional wellbeing - recognising all of our emotions and responding to them, rather than ignoring them
- The power of movement, what walking in the pandemic taught us
- Your tips - what have you done in the last 12 months?

Come ready to be inspired, come ready to learn, and be prepared to leave with more tools to manage your wellbeing than you came in with!

### **19:00 Buses to Gala Dinner: Gastro Globus**

## **Thursday May 8th**

### **07:00 - 08:00 Net-Walking Tour of Zagreb**

Meet in the Sheraton Lobby

### **10:00 - 11:00 Session - State of the Industry - What's Happening Globally?**

Ballrooms A&B

- The exact contents of this session will be published closer to the date.

### **11:30 - 12:30 Session - Decision Making and AI**

Ballrooms A&B

- AI is revolutionising the world, but does that mean humans are becoming obsolete? This session explores how AI is reshaping the relocation industry, not by replacing professionals, but by empowering them. Our expert panellists will share real world applications, debunk AI myths, and reveal how relocation providers and global mobility teams can leverage AI to enhance decision making, efficiency, and the customer experience. Don't miss this insightful discussion on why those who embrace AI will lead the future of mobility.

### **12:30 - 14:00 Lunch**

### **13:00 - 14:00 Legal Workshop**

Rovinj, Dubrovnik, Split 1st Floor

Speaker; Gordon Kerr EuRA SC Legal

- Legal Workshop 2 - Negotiating Contracts with Clients and Suppliers - Gordon Kerr will provide an overview of relocation contract terms and explain why some contract clauses can damage your business. This is also an opportunity to raise and discuss your concerns about the contract terms which clients may attempt to impose in their standard agreements.

### **14:00 - 15:00 Session - Ignite**

Ballrooms A&B

- 5 minutes, 20 slides, 15 seconds per slide! Join our intrepid band of Igniters for this ever popular session.
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### **15:00 Afternoon Tea**

### **15:30 - 16:30 Keynote Closing Speaker**

Ballrooms A&B

Speaker; Paul Krismer

- Executive Leader and Positive Psychology Expert - After more than 20 years as a leader of leaders—Paul brings his practical expertise in business to his passion for organisation development, positive psychology and employee engagement to the forefront with his inspirational speeches and workshops. Paul is in his element when speaking about innovative culture change, succession planning, and the cultivation of high-performance teams. All of Paul's work is grounded in the science of positive psychology.

### **16:30 - 17:00 Conference Closing & 2026 Destination Reveal**

### **19:00 Buses to Party Night**

### **Clubbing in Croatia Dinner & Disco**

[Stil Event](#)

