

Programme for RIAD Congress on 8th and 9th October 2015

Thursday, 8th October

Evening 18.30-22.30	Congress Opening Reception
Location:	Théâtre du Vaudeville , Galerie de la Reine 13, 1000 Brussels (In the historic centre of Brussels next to the <i>Grand Place</i>) <i>A map of the venue can be found here.</i>
19.00-19.10	Welcome remarks
19.10-19.30	Keynote address Stefan Krawczyk , Associate General Counsel & Head Government Relations International, eBay

Friday, 9th October

Morning 09.15 - 16.50	Conference Day
Location:	Crowne Plaza Brussels Le Palace , 3 rue Gineste, B – 1210 Brussels <i>A map of the venue can be found here.</i>
	Moderator: Detlef Fechtner , EU Correspondent, Börsen-Zeitung
09.15 - 09.45	Registration of delegates
09.45 - 09.55	Welcome remarks Philippe Rambaud , President, RIAD
09.55 – 10.10	Keynote Address Despina Spanou , Director for Consumers, DG Justice and Consumers, European Commission
10.10 - 10.25	Interview & Questions Despina Spanou interviewed by Detlef Fechtner
10.25 – 11.05	Keynote Presentation ODR – Its legal, philosophical, ethical, and practical repercussions seen from a legal perspective Pablo Cortés , Senior Lecturer, University of Leicester
11.05 - 11.30	Coffee break

11.30 - 12.30

A practical example of ODR

Delegates will have the opportunity to experience online dispute settlement
Zbyněk Loeb, Founder and CEO of **Youstice.com**

Afternoon

12.30 - 14.00

Lunch break

14.00 - 15.00

Interactive Discussion/ Q&A

Delegates will respond to and ask important questions regarding ODR

15.00 - 15.30

Coffee break

15.30 - 16.30

Panel discussion: Getting (it) right online – Legal protection in the future

Speakers:

Pablo Cortés, Senior Lecturer, University of Leicester

Grégory Jemine, Generation Y, University of Liège

Karin Kuchelmeister, Project Officer, German Foundation for Comparative Product Testing

Pat Monks, Affiliate of the American Bar Association; Past President, 2014, Group Legal Service Association

Graham Ross, Mediator and Consultant in Technology and Dispute Resolution, Modria

Marnik Vanhaverbeke, CEO, Legal Assistance & Recovery Belgium (LAR)

16.30 - 16.50

Why is ODR important for legal protection insurers?

Philippe Rambaud, President, RIAD