

XXI EAEF CONFERENCE LUXEMBOURG CITY / 7TH - 10TH JUNE 2023

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we make
the difference



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LUXEMBOURG CITY
7TH - 10TH JUNE 2023

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IMMEDIATE PAST PRESIDENT
(UNITED KINGDOM)



ANKE LUTS
PRESIDENT-ELECT
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ALEXANDRU MANESCU
SECRETARY
(ROMANIA)



YVES BASSENS
TREASURER
(FRANCE)



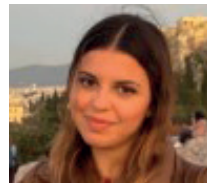
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EXECUTIVE DIRECTOR
(UNITED KINGDOM)



MATTHIAS KRÜGER
EXECUTIVE DIRECTOR
(GERMANY)



DAVID LEVINE
EXECUTIVE DIRECTOR
(UNITED STATES)



EIRINI GALONI
COORDINATOR
(GREECE)

We are honoured and privileged to welcome all of you to the XXI EAEF Conference: UNITY! Together we make the difference.

The last few years have shown us all the importance of the social and professional connections we've built with those around us. Now more than ever, we need to unite and stand together to make a difference in people's lives!

We're excited about the programme we have put together for you this year:

- 3 days to learn from the best and network with fellow leaders in the industry.
 - Special keynotes and multiple breakout sessions with speakers from across the world.
 - Networking opportunities to reconnect with old friends and make new ones
- This year's conference will focus on:
- Connection.
 - Collaboration.
 - Knowledge Exchange.
 - Build connections across borders and regions to deepen your reach and strengthen your professional network.
 - Establish new partnerships and relationships to further build on your global reach.
 - Exchange ideas and knowledge to increase your own know-how so you can better support your staff and clients.

So sit back, relax and enjoy the conference!

Kenny & the EAEF Board

XIX EAEF CONFERENCE
LUXEMBOURG CITY
7TH – 10TH JUNE 2023

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TY**

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7th June 2023

ARRIVAL

19:00 – 21:00

ARRIVAL COCKTAIL

Venue: Lounge Act One

8th June 2023



MAIN CONFERENCE

8:30 – 9:00

REGISTRATION
(& NETWORKING)

9:00 – 9:15

Opening Remarks
& Welcome Speech

9:15 – 10:00

Keynote Presentation & Q&A
European Union Framework
for Mental Health

10:00 – 10:10

Introduction of EAEF Award
& Presentation of 1st Nominee

10:10 – 11:10

EA Association Roundtable
– Collaboration Across Borders

11:10 – 11:30

COFFEE/TEA BREAK (20 mins)



8th June 2023

CONFERENCE programme

DAY 1

11:30 – 12:30

BREAKOUT SESSIONS 1:

Session 1:

EAP Landscape in LATAM
– Insider's view

Session 2:

Global ROI Research Outcomes

Session 3: Disrupting Workplace
Violence (WPV): Perspectives from
America

12:30 – 13:30

LUNCH BREAK (60 mins)

13:30 – 14:30

BREAKOUT SESSIONS 2:

Session 1:

LGBTQ2S+: Supporting Inclusivity,
resilience and wellbeing

Session 2:

How to ensure a positive
participant experience in the EAP
world

Session 3: Unlocking the door of
the unconscious with cards

8th June 2023

● **14:35 – 14:40**

Presentation 2nd nominee EAEF Award

14:40 – 15:10

The role of EAP amid military conflict: Russia's perspective

15:10–15:15

Presentation 3rd Nominee EAEF Award

15:15 – 15:35

COFFEE/TEA BREAK (20 mins)

15:35 – 16:05

The Challenges to Lifeline Ukraine as a Result of War

16:05 – 16:10

Presentation 4th Nominee EAEF Award

16:20 – 16:55

Social Networking Activity

16:55 – 17:00

DAY 1 – CLOSING

19:00 – 21:30

CONFERENCE DINNER & EAEF AWARD

21:30 – 00:00

CONFERENCE DINNER

"AFTER-PARTY" Jakob's House

DAY 2

● MAIN CONFERENCE

8:45 – 9:00

CHECK-IN FOR DAY 2

9:00 – 9:15

OPENING REMARKS

Summary/Take-away of Day 1

9:15 – 10:00

Keynote Presentation & Q&A
Employment Regulatory Framework and the issue of mental health in the workplace

10:00 – 11:00

Employer Roundtable

11:00 – 11:20

COFFEE/TEA BREAK (20 mins)

11:20–12:20

BREAKOUT SESSIONS 3:

Session 1:

Implementing a multi-cultural EAP across Europe – A client journey

Session 2:

EAP within a broader Wellbeing framework (Interactive Workshop)

Session 3: The struggles of the EAP world: Insights and best practices from around the world (Interactive Workshop)

12:30 – 13:15

Annual General Meeting

13:15 – 13:30

CONFERENCE CLOSING & EVALUATION

13:30 – 14:30

LUNCH BREAK (60 mins)

14:30 – 16:30

Social Networking Activity

DAY 3

● **9:00 – 15:00**

OPTIONAL SOCIAL EVENT
Vineyard/Wine Cellar Tour & Tasting + Lunch

10th June 2023



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9:00 – 11:10

DAY 1

9:00 – 9:15

OPENING REMARKS & WELCOME SPEECH

9:15 – 10:00

KEYNOTE PRESENTATION & Q&A EUROPEAN UNION FRAMEWORK FOR MENTAL HEALTH

JOHN F. RYAN
– ACTING DEPUTY DIRECTOR GENERAL,
DG SANTE (HEALTH AND FOOD SAFETY),
EUROPEAN COMMISSION

Interactive session with Mr. John F. Ryan discussing the European Union Framework for Mental Health. Mr. Ryan will discuss the vision of the EU and will open up the floor for questions from the audience.

John F. Ryan is Director of the Commission Public Health directorate since September 2016 and acting Deputy Director-General for Health since December 2021.

He is currently the Commission representative on the Board of the European Centre for Disease Prevention and Control.

Current priorities include management of the Covid pandemic, implementation of an EU cancer plan, development of a European mental health initiative, antimicrobial resistance, vaccination policies, and the implementation of financial instruments to support health, including research.



10:00 – 10:10

INTRODUCTION OF EAEF AWARD & PRESENTATION OF 1ST NOMINEE

ALEXANDRU MANESCU
– SECRETARY, EAEF

Join us for an introduction of the EAEF Award and quick presentation from our 1st Nominee for the EAEF Award.

EA ASSOCIATION ROUNDTABLE – COLLABORATION ACROSS BORDERS

HARRY KEY

– EXECUTIVE BOARD DIRECTOR, EAEF

Join us for an interactive panel discussing the importance of Unity and Collaboration across countries and regions. Our panellists will be the presidents of 3 key international EA and Wellbeing associations in key regions: EMEA, APAC & LATAM.



KENNY MEDEIROS
– PRESIDENT, EAEF
(EUROPE/EMEA)

Kenny Medeiros is the current President of the Employee Assistance European Forum (EAEF) and has worked in the EA field since 2005. Kenny brings several years' experience developing, implementing, and managing global EAPs with large multinational clients and insurance providers.

Kenny is adept and experienced at consulting with his key contacts concerning sensitive employee issues, facilitating manager and employee awareness and training sessions and providing relevant insights on effective program management.

Kenny holds a degree in Business Administration, is a Certified Associate in Project Manager and is currently Principal at DUCIS Consulting.



KAORU ICHIKAWA
– PRESIDENT,
APEAR (APAC)

Dr. Kaoru Ichikawa is the current President of the Asia-Pacific Employee Assistance Roundtable (APEAR) and is a globally well-known employee assistance consultant, researcher, and educator.

She has a Ph.D. in Preventative Medicine and introduced the concept of EAP to global corporations in Japan and other Asia Pacific countries. She has been promoting employee wellbeing, EAP and resiliency as a core human resource and management strategy. She holds licenses in both USA and Japan, including, CEAP-I, LCSW-California, and Licensed Psychologist of Japan.

Her recent books are; EAP handbook (2022), Working women's' health guide (2022), & Resilience nurtured in Workplace (2019).



RITA PASSOS
– PRESIDENT, ABQV
(BRASIL/LATAM)

Rita Passos is a Founding Partner and President of the Brazilian Association of Quality of Life (ABQV).

Rita is a Psychologist, with post-graduate degrees in HR Administration and in Social Communication.

With diversified experience, Rita worked in HR & Internal Communications positions in public and private companies for 11 years. Then, transitioned into consulting, working in Organizational Climate, T&D, and Health Promotion & Wellbeing projects for some of the largest Brazilian and Multinational companies.»

Currently Business Development & Client Services Director of Care Global Partners Brazil, a LifeWorks Brazilian joint-venture.



COFFEE/TEA BREAK

11:10 – 11:30





11:30 - 12:30 breakout sessions

DAY 1

SESSION 1 - 11:30 - 12:30

EAP LANDSCAPE IN LATAM

– INSIDER'S VIEW

EDUARDO LAMBARDI

– DIRECTOR GENERAL AT EAP LATINA

Taking a more in-depth view into the LATAM market, this session will look at EAP Challenges in LATAM including a more detailed view in the main markets (México, Colombia, Argentina, Brazil and Chile).

Our presenters will also share hard core eap services in LATAM, utilization rates, outlier players, reasons for which some companies are choosing digital platforms instead of traditional EAPs and what can be done about it. They will also discuss different EAP models such as digital and on-site services.

The session will round itself off with a view as to the future of EAPs in LATAM and this evolving market.

Eduardo Lambardi is a Clinical Psychologist with a Master Degree in Cognitive Clinical Psychology.

Founder and current General Director of EAP LATINA, a multilatin company delivering employee assistance and wellness services since 1997 all throughout LATAM. Today, EAP LatinA is serving +900 client companies in 20 different countries and covering around 3m people. His has developed on going business relationships for more than 20 years with global eap companies and many important multinationals such as Ford, ExxonMobil and Chevron. His is part of the «First wave of professionals that introduced the concept of employee assistance services in LATAM».

SESSION 1 - 11:30 - 12:30

EAP LANDSCAPE IN LATAM

– INSIDER'S VIEW

RITA LAERT PASSOS

– BUSINESS DEVELOPMENT & CLIENT SERVICES DIRECTOR AT CARE GLOBAL PARTNERS BRAZIL

Rita is a Psychologist, with post- graduate degrees in HR Administration and in Social Communication.

Currently Business Development & Client Services Director of Care Global Partners Brazil, a LifeWorks Brazilian joint-venture.

She's also a Founding Partner and President of ABQV, the Brazilian Association of Quality of Life until 2024.

With diversified experience, Rita worked in HR & Internal Communications positions in public and private companies for 11 years. Then, transitioned into consulting, working in Organizational Climate, T&D, and Health Promotion & Wellbeing projects for some of the largest Brazilian and Multinational companies.



GLOBAL ROI RESEARCH OUTCOMES

LOU SERVIZIO
– PRINCIPAL AT WELLCAST ROI

This presentation will focus on the large differences in ROI across different European countries, South Africa, and the US. Providing scientifically derived EAP ROI per country with compelling explanations and reliable metrics enhances EAP credibility versus rival programs and platforms, fosters productive client conversations and facilitates price negotiations.

During this presentation, Wellcast will not only show the results of ROI calculations across countries but will also explain why the ROI results vary across countries. Explaining ROIs to your clients takes some practice but is well worth it.

Lou Servizio is currently the Executive Director for CGP Brasil & WELLCAST ROI. Lou is an experienced General Manager with a demonstrated history of working in the healthcare informatics, wellness, behavioral health, and financial industries. Skilled in domestic and international Start-Ups, Negotiation, Business Planning, International Acquisitions, Adapting and Launching Products in Foreign Cultures, Team Building, and Finance. Strong business development professional with a MS from the Massachusetts Institute of Technology focused in Finance and Operations Research. Series 7 credential. Fluent in three languages and has 20 years' international experience.

**GLOBAL ROI RESEARCH OUTCOMES**

ANCA CORIU
– EUROPEAN DISTRIBUTOR OF WELLCAST ROI

With over 15 years experience, Anca is a seasoned consultant providing local and regional representation for various multinationals.

Anca has obtained an MA Macroeconomics, European Integration and International Trade (European Joint Studies Program: Université des Sciences et Technologies de Lille – Université Saint Ignatius Antwerp – Vysoka Skola Ekonomicka Prague), Macroeconomics, Econometrics, EU integration, EU Competition Policy; BS, Academy of International Business (ASE, Bucharest); BA, College P.P. Hasdeu, Bio-Chemistry (Romania).

Currently, Anca is acting as the regional distributor for WELLCAST ROI in the European market.



**DISRUPTING WORKPLACE VIOLENCE (WPV):
PERSPECTIVES FROM AMERICA**

DANIEL HUGHES
– DIRECTOR OF THE MOUNT SINAI HEALTH
SYSTEM'S EAP

This presentation will explore the growing challenge of violence in the United States' workplace from the perspective of Employee Assistance Practice (EAP). It will discuss both the significance and consequences of gun culture in America. Dr. Hughes will share his personal, professional and academic observations on the topic. He will review the typology of workplace violence developed by the Center for Disease Control's (CDC) Occupational Health and Safety Administration (OSHA). Lastly, the presentation will introduce the Pathway to Violence Model developed by the United States Secret Service and define the concept of Threat Assessment Management (TAM).

Dr. Hughes is an Associate Professor of Environmental Medicine and Public Health at the Icahn School of Medicine, Mount Sinai and the Director of the Mount Sinai Health System's Employee Assistance Program (EAP).

He is New York State Licensed Clinical Social Worker (LCSW-R), a Certified Employee Assistance Professional (CEAP) and a socio-behavioral scientist. His interest in workplace violence predates the pandemic and he is an active member of the Health System's Threat Assessment Team (TAT). Dr. Hughes is the Immediate-past President of the Employee Assistance Roundtable, and has served as chair of Employee Assistance Professional Association's (EAPA) Research Committee. He has published extensively and presented at professional conferences in Europe, Asia and North America.



LUNCH BREAK

12:30 – 13:30



Global Care Experts



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13:30 – 15:10
breakout sessions

DAY 1

SESSION 1 – 13:30 – 14:30

**LGBTQ2S+: SUPPORTING INCLUSIVITY,
RESILIENCE AND WELLBEING**

MICHEL ARSENAULT
– SENIOR CLINICAL DIRECTOR,
GLOBAL OPERATIONS, DIGITAL SERVICES,
AND CAREER AT TELUS HEALTH

While all leaders are accountable for fostering a culture of inclusion, workplace resilience, and wellbeing for LGBTQ2S+ employees. EAPs must be committed to creating a healthy and safe workplace that supports harmonious employee relations, beginning at the organizational level and ultimately providing timely, sensitive, and appropriate support to each individual. Likewise, EAPs need to continuously evolve and modify their service offerings to include programs that support individuals in new ways. This presentation will address the importance of EAP programming that supports the wellbeing of LGBTQ2S+ people, clients, and communities by embracing individual uniqueness and fostering an environment where employees can feel connected and accepted.

Michel Arsenault has been a leader in the EAP industry for over 30 years. He has provided LGBTQ2S+ sensitivity training to TELUS Health's global network of counsellors. For over 20 years, Michel has provided support to organization who have employees transitioning to their true gender.

In 2018, Michel was awarded, the Leadership Award of Excellence from the Employees Assistance Society of North America (EASNA) in recognition of his work involving Diversity in the workplace. Michel believes that everyone should be able to be their true selves at work. Michel is the Senior Clinical Director, Global Operations based in Toronto, Canada.

SESSION 1 – 13:30 – 14:30

**LGBTQ2S+: SUPPORTING INCLUSIVITY,
RESILIENCE AND WELLBEING**

ALEXANDRU MANESCU
– INTERNATIONAL DIRECTOR
OF CLINICAL SERVICES AT CORPORATE
COUNSELLING SERVICES INTERNATIONAL

With over 20 years of experience and multiple Masters degree in clinical practice, health management and business administration, Alex has been leading CCS's international clinical department for over 12 years – from clinical quality assurance and clinical leadership to the development of new clinical products and studies. Alex is also in charge of CCS's business development strategy.



HOW TO ENSURE A POSITIVE PARTICIPANT EXPERIENCE IN THE EAP WORLD

MARINEUZA DIAS
– DIRECTOR OF MEMBER EXPERIENCE QUALITY
AT WORKPLACE OPTIONS

This session will focus on best practice approaches to ensure participants of EAPs have a consistent & positive experience.

With more than 18 years of experience in customer-centric roles, Marineuza has been a part of WPO for 7 years.

Throughout her career, she has shown a strong passion for enhancing the customer experience and gaining insights into how customers perceive product quality and services across their journey with brands, throughout various communication channels and touchpoints.

With a hands-on management style, Marineuza utilizes her coaching and ISO auditing skills to empower individuals and foster collaboration in building CX programs and delivering exceptional customer experiences.

Marineuza holds a Masters in Business Administration and a degree in Sciences of Communication with a specialization in corporate and cultural communications. She is an IRCA certified lead auditor, a certified trainer, and a life and wellness coach. Additionally, she has obtained a certification in customer experience from the CX Academy.



UNLOCKING THE DOOR OF THE UNCONSCIOUS WITH CARDS

KATJA NOVAK

– ACCOUNT MANAGER AT EAP SLOVENIJA

Join us for an interactive workshop where we will evoke your creativity and discover our hidden potential in the EAP field with the help of Points of You® cards. Cards can be a very helpful tool that can be widely used in any situation, casual or professional. When you're interested in bringing depth and insight into a practical and mission-oriented environment. You can choose between number of different card decks containing cards with images, abstract forms, landscapes, graphs of relation, words, quotations, questions, silhouettes and so on. Metaphors, signs and images shown on cards help us lower our barriers of defense and therefore we can look at what was forced to remain hidden. The way to obtain it is through projection because the person attributes characteristics of the unconscious to objects on the outside. We are using cards in therapy, coaching and in workshops.

Katja is a highly qualified professional with a bachelor's degree in psychology and over 10 years of experience in the field of Employee Assistance Programs (EAP). As the director of the Institute for Development and Innovation Ljubljana, Ltd., she holds a prominent role as the leading provider of EAP services in Slovenia and across the Adria region, encompassing Croatia, Serbia, Bosnia and Herzegovina, and North Macedonia.

Driven by a strong passion for promoting EAP, Katja actively advocates for the significance of employee health and well-being. Beyond her expertise in EAP, Katja possesses extensive experience in collaborating on various European Union projects aimed at enhancing the overall health and safety of employees. Her involvement in these initiatives highlights her commitment to driving positive change in work environments, fostering healthier and safer workplaces for all.



UNLOCKING THE DOOR OF THE UNCONSCIOUS WITH CARDS

JULIJA PEKLAR

– CONSULTING SPECIALIST AT EAP SLOVENIJA

Julija has a bachelor's degree in psychology and makes sure that the EAP is properly and successfully implemented in each company. She also prepares and conducts workshops in the field of workplace health promotion, and has been working in the field of individual counselling for more than 10 years. Her continuous exploration of personal development ensures that she provides comprehensive support and guidance to individuals seeking assistance through EAPs. She actively researches and works in the fields of workplace mental health promotion, personal development, active and healthy aging.

Julija's proficiency extends beyond EAPs, as she possesses specialized training in psychological crisis interventions and solution-focused brief therapy. This diverse skill set equips her with the tools necessary to address a wide range of challenges faced by individuals in the workplace.



PRESENTATION 2ND NOMINEE EAEF AWARD

14:40 – 15:10

THE ROLE OF EAP AMID MILITARY CONFLICT: RUSSIA'S PERSPECTIVE

**DARIA FEDOROVA – CHIEF OPERATIONS OFFICER
PONIMAU CORPORATE WELLBEING PLATFORM
(RUSSIA) & CEO EMPATIA (KAZAKHSTAN)**

Russia in over one year in the military conflict with Ukraine. Irrespective of the political reasons for the start of the conflict it affected practically the whole population: people and businesses. In this session, the speaker will reveal the context in which people live in the country today: new regulations, division of society, population's state of mental health. As well as the business context and the strategy and tactics of Russian business leaders in terms of dealing with consequences of the Russian government's decisions: business stands but is under huge pressure and need for adjustments. Based on these contexts, a provider perspective on the role of employee support programs will be provided: despite a seemingly passed period of adjustment to the events of 2022, the demand for support in regards of EAP delivery continues to grow significantly. EAP provider's adjustments to the target audiences, product adaptation and collaboration with employers will be covered.

Co-founder and COO of PONIMAU Corporate Wellbeing Platform (Russia), Co-founder and CEO of Empatia (Kazakhstan – a leading employee assistance service provider in Russia and CIS. Besides general management is responsible for product development, marketing, supply chain management and quality control.

Prior to PONIMAU/Empatia spent 15 years working in insurance industry in top marketing positions. Holds graduate degree in computer science from Saint-Petersburg State University. Certified marketing researcher by Institute of Sociology of the Russian Academy of Sciences, ICF coach.



15:10 – 15:15

**PRESENTATION 3RD
NOMINEE EAEF AWARD**

DAY 1



COFFEE/TEA BREAK

15:15 – 15:35



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15:30 - 17:00

DAY 1

15:35 - 16:05

**THE CHALLENGES TO LIFELINE UKRAINE
AS A RESULT OF WAR**

**PAUL NILAND
- FOUNDER, LIFELINE UKRAINE**

Lifeline Ukraine is a professionally-staffed suicide prevention and mental health hotline, operating 24/7. The service was established by Paul Niland in 2019 at the request of Ukraine's Minister of Health to address suicide and the issues of Ukraine's military veterans and their families. Since February 2022 and the challenges presented as a result of Russia's full scale aggression in and against Ukraine, Lifeline Ukraine has pivoted to expand their service scope to all impacted by the loss, devastation, and emotional turmoil. Call volume has increased from an average of 1000 per month to nearly 6000, and the service continues to offer psycho/social support and counsel. Because of the war-related travel and logistical impediments, Mr. Niland is unable to join the conference in person, but will present virtually from Kyiv.

Paul Niland is an Irish journalist and businessman who has lived in Kyiv, Ukraine for 20 years. He is the Founder of Lifeline Ukraine, the national suicide prevention hotline that he established four years ago, and has helped thousands of military personnel and families, and has garnered attention and interviews from the BBC, NPR, and other media outlets recognizing his work.

In the decade prior to Lifeline Ukraine, Paul owned and ran PAN Publishing which produced What's On magazine in Kyiv and Panorama magazine on behalf of Ukraine International Airlines. Prior to his activities in the publishing sphere, Paul worked on attracting Foreign Direct Investment in commercial real estate in Ukraine.



16:05 - 16:10

**PRESENTATION 4TH NOMINEE
EAEF AWARD**

16:20 - 16:55

**SOCIAL NETWORKING
ACTIVITY**

EAEF AWARD

Join us at the main conference dinner to find out who has won the EAEF award this year!



CONFERENCE DINNER

19:00 – 21:30

Join us and our sponsor Workplace Options for dinner and the presentation of this year's EAEF Award!

AFTER – PARTY

21:30 – 00:00

Continue the good vibes at our «After Party» in the adjacent lounge and bar - space reserved just for us!



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9:00 – 11:00

DAY 2

9:00 – 9:15

OPENING REMARKS SUMMARY / TAKE-AWAY OF DAY 1

9:15 – 10:00

KEYNOTE PRESENTATION & Q&A EMPLOYMENT REGULATORY FRAMEWORK AND THE ISSUE OF MENTAL HEALTH IN THE WORKPLACE

MRS. CHARLOTTE GREVFORS ERNOULT
– HEAD OF UNIT, EUROPEAN COMMISSION DG
EMPLOYMENT, SOCIAL AFFAIRS AND INCLUSION
UNIT C/2/HEALTH AND SAFETY AT WORK

As a follow-up to John F. Ryan's Keynote on day 1, Mrs. Grevfors Ernoul will discuss the regulatory framework for mental health in the workplace and what employers in the EU should be considering.



Charlotte Grevfors Ernoul has a legal background (degree in law and post-degree in European Law).

From 2000 until 2005, she worked in Stockholm in the European Affairs unit of the Swedish Ministry of Justice. Since 2005, she has been an official of the EU institutions, working as Référendaire in the Cabinet of Judge Rosas in the European Court of Justice and in different positions in the European Commission.

She is currently serving as Head of Unit of the unit "Health and Safety at Work" in the Directorate General "Employment, Social Affairs and Inclusion".

EMPLOYER ROUNDTABLE**DAVID LEVINE****– EXECUTIVE BOARD MEMBER, EAEF**

Join us for this lively and interactive panel discussion looking at the Client/Employer perspective of EA and the importance of Unity and Collaboration.



**PAVEL PROCHAZKA,
HEAD OF BENEFITS
FOR EMEA
@ HP**

Pavel is Head of Benefits for EMEA at HP Inc. working closely with the corporate Total Rewards function and Country teams. He has been working in a multicultural environment with strong focus on benefit programs over the past 10+ years.

Earlier in his career, Pavel worked as HR generalist and C&B advisor for international not-for-profit and business organizations of small-scale to large-scale. He holds a master's degree in business administration and management, and psychology and sociology in business from the Prague University of Economics and Business in the Czech Republic.



**ELISABETTA
CATTANEO
– GROUP WELL BEING
MANAGER
@ FERRERO**

Elisabetta is the Group Wellbeing Manager at Ferrero.

Elisabetta has a mature history in HR environment, having been through different roles from HRBP to HRIS, passing via Compensation & Benefits and Expatriation topics. Skilled in Change and Project Management, HR processes and policies, HRIS development. Today Elisabetta's focus is on Wellbeing, a new relevant frontier for big successful companies.



**MATTHIAS ROESSLE,
HEAD OF SOCIAL
COUNSELLING
@ SIEMENS AG**

Matthias Roessle is Head of the Social Counselling Department at Siemens.

Matthias has a diploma in adult education, counselling and diagnostics (Diplom). He has completed the training as systemic therapist, coach and business mediator. Since 2004 he has been working as a social counselor at Siemens and has been head of the Siemens Social Counselling Department since 2016.

COFFEE/TEA BREAK

11:00 – 11:20



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11:20 – 12:20 breakout sessions

DAY 2

SESSION 1 – 11:20 – 12:20

IMPLEMENTING A MULTI-CULTURAL EAP ACROSS EUROPE – A CLIENT JOURNEY

PETER JANKY
– SALES DIRECTOR AT CGP EUROPE

Peter Janky is a seasoned Sales & Marketing executive, Peter is currently Business Development Manager for CGP Europe. Peter is the driving force behind the sales strategy for the group throughout the European region. Peter's education background includes an Masters in Economics and a Masters in Business Administration & Marketing.



SESSION 1 – 11:20 – 12:20

IMPLEMENTING A MULTI-CULTURAL EAP ACROSS EUROPE – A CLIENT JOURNEY

JUSTYNA PROSKA – SALES OPERATIONS
LEAD POLAND AT CGP EUROPE

Justyna Proska is a seasoned Client Relationship and Management executive, Justyna is currently the Sales Operations Lead for CGP Europe in Poland.

Justyna's educational background includes a Masters in Economics.



SESSION 1 – 11:20 – 12:20

IMPLEMENTING A MULTI-CULTURAL EAP ACROSS EUROPE – A CLIENT JOURNEY

LOU SERVIZIO
– PRINCIPAL AT WELLCAST ROI

Lou Servizio is currently the Executive Director for CGP Brasil & WELLCAST ROI. Lou is an experienced General Manager with a demonstrated history of working in the health-care informatics, wellness, behavioral health, and financial industries. Skilled in domestic and international Start-Ups, Negotiation, Business Planning, International Acquisitions, Adapting and Launching Products in Foreign Cultures, Team Building, and Finance. Strong business development professional with a MS from the Massachusetts Institute of Technology focused in Finance and Operations Research. Series 7 credential. Fluent in three languages and has 20 years' international experience.



EAP WITHIN A BROADER WELLBEING FRAMEWORK (INTERACTIVE WORKSHOP)

AUDREY BOUSSART

– SENIOR CONSULTANT AT PULSO GROUP

How can EAP give an answer to different generational needs?

Well-being, a story of everyone, a story of every generation. But do the different generations also have the same needs? How can organisations respond to these specific needs? Are there specific age-related aspects, which have an impact on stress perception and risk of burnout? Does an age-specific well-being policy make sense? And where can the EAP play a role in this? These questions, and more, we would like to explore with you during an interactive workshop.

Audrey Boussart holds a master degree in Clinical psychology and has a degree of forensic psychology and cognitive-behavioral therapy. She has 10 years of experience as a clinical and business psychologist. At Pulso, Audrey guides companies with their vision on well-being and implementation of a integrated well-being policy. In addition, she also provides supervisions, workshops and trainings.



EAP WITHIN A BROADER WELLBEING FRAMEWORK (INTERACTIVE WORKSHOP)

INGE VAN DEN BRANDE

– INTERNATIONAL DIRECTOR AT PULSO GROUP

Inge Van den Brande holds a Master degree and PhD in Applied Economics from KU Leuven, Belgium.

After a career as researcher and Professor in the field of HRM at KU Leuven, she joined the Pulso Group in 2007. Currently, she's International Director and responsible for Strategy, Sales, Product Development and Tools at Pulso Group. Inge has a lot of experience in managing well-being projects in different companies and sectors and in guiding companies in the development of their policy on well-being and engagement.



THE STRUGGLES OF THE EAP WORLD: INSIGHTS AND BEST PRACTICES FROM AROUND THE WORLD

CÉLIA BRAHIMI
- INTERNATIONAL ACCOUNT
MANAGEMENT & INSURANCE
PARTNERSHIPS

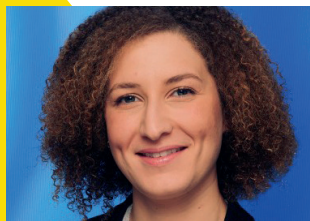
The EAEF conference is a unique opportunity to get together, discuss the challenges we face and learn from each other.

Join us for a «World Café» workshop that will aim to:

- (1) map out some of the challenges we are currently facing as EAP professionals
- (2) list our best practices on these topics.

Beyond the concrete results obtained through brainstorming, our ambition is that this workshop will help us to understand the constraints and perspectives of our colleagues, to work better together – for those who collaborate in global programs – as well as to nourish our respective practices as EAP professionals.

Célia Brahimi has a background in Socio-anthropology and Entrepreneurship. She joined the H&W group last year to develop Stimulus offers at an international scale. She is passionate about topics related to people at work as well as culture and diversity.



THE STRUGGLES OF THE EAP WORLD: INSIGHTS AND BEST PRACTICES FROM AROUND THE WORLD

MARTA TERRAGNOLI
- INTERNATIONAL BUSINESS DEVELOPPER

Marta Terragnoli, International Business Developer with a background in foreign languages and International Management, have been working in the Mental Health at Work field since more than 5 years, helping companies building wellbeing policies and implementing national and multinational EAP projects.

Passionate about multiculturalism, human aspects and doing a job with a positive impact.



THE STRUGGLES OF THE EAP WORLD: INSIGHTS AND BEST PRACTICES FROM AROUND THE WORLD

NIEKE SENDROWSKI
- INTERNATIONAL CUSTOMER
SUCCESS MANAGER

Nieke Sendrowski has a master degree in educational science. She joined Corrente in 2019 as part of the consultancy and training department.

She has quickly found her devotion for international matters. After the merger in the Stimulus network, as part of Human and work Group, in July 2022, she was promoted as international customer success manager.

She is passionate about topics related to mental health at work, change management and intercultural relations. 20 years' international experience.



ANNUAL GENERAL MEETING

12:30 – 13:15

CONFERENCE CLOSING & EVALUATION

13:15 – 13:30

Tell us what you think!
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LUNCH BREAK

13:30 - 14:30



SOCIAL ACTIVITY

14:30 – 16:30

A fun activity to encourage knowledge
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We are aligned with EAEF's aims as reflected in our mission, *"to foster healthy people and winning workplaces around the world."*

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www.stimulus-global.com

Created in France in 1989, Stimulus is the European leader specialised in psychosocial risks and mental health at work. Having always based its programmes on a sound scientific and professional approach, Stimulus provides companies with recognized high-level expertise and high-quality service. Stimulus is present in the first 4 economies of the Euro zone: France, Italy, Spain and Germany *(under the brand Corrente)*.

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ABOUT US

Who is Movis

As a pioneer in 1922, and as a market leader today, we support companies from all sectors in psychosocial areas of action. Our objective is to improve the well-being of employees and thereby improve and maintain their level of performance at work. Movis offers counselling and support for employees, managers and HR in the event of personal, social and health issues affecting the workplace. We facilitate the social reintegration and return to work of employees after an illness or accident, and we contribute to them retaining their jobs.

Our counsellors all have a degree in social work and have extensive experience in a variety of fields.

Why Movis

- Extensive expertise in counselling and project management
- Best practice from many years of cooperation with hundreds of corporate clients
- Interdisciplinary expertise thanks to our broad partner network
- Comprehensive quality management
- The highest level of data protection providing comprehensive data security
- A neutral external perspective
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- Decentralised structure with regional contacts
- Easily accessible office locations throughout Switzerland and Liechtenstein
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- Recommendation rate of over 90%
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Employee Assistance Program

Case Management

Job Coaching



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About ComPsych

ComPsych® Corporation is the world's largest provider of employee assistance programs (EAP) and is the pioneer and worldwide leader of fully integrated EAP, behavioral health, wellness, work-life, HR, FMLA and absence management services under its GuidanceResources® brand. ComPsych provides services to more than 68,000 organizations covering more than 130 million individuals throughout the U.S. and over 200 countries. By creating "Build-to-Suit" programs, ComPsych helps employers attract and retain employees, increase employee productivity and improve overall health and well-being.

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<div> <div>Europe</div> <div>+12</div> <div>+1025</div> <div>+1125 k</div> <div>+200 k</div> <div>+700</div> </div>	Years of experience	+20	<div> <div>Brazil</div> <div>+578</div> <div>+670 k</div> <div>+1 million</div> <div>+2.200</div> </div>
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- 4 Disability Management;
- 5 Pregnancy Assistance Program;
- 6 Stress Management Program;
- 7 Chemical Dependency Program;
- 8 Workplace Learning;
- 9 Ethics Line;
- 10 Other solutions on demand.

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An illustration of three people: a woman with blonde hair on the left, a woman with dark hair in the center, and a man with dark hair on the right. They are all shown from the chest up, with their eyes closed and hands near their faces in a gesture of stress or exhaustion. The background is a light blue and white pattern.

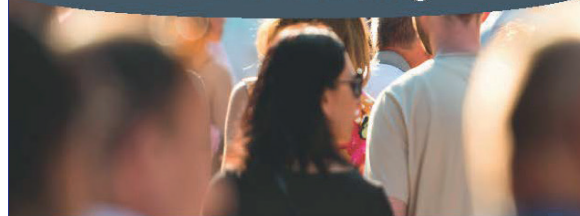
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CiC Wellbeing has over 30 years' experience of delivering Employee Assistance Programmes (EAP) and specialist psychological services globally.

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- Peer Support Networks
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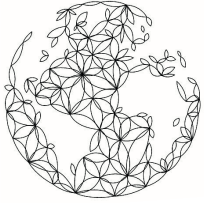
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- Ryunosuke Satoro*


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