



# EuRA International Relocation Congress 2024

## *“Beyond the Horizon”*

Monday 29th April to Thursday May 2nd

### Monday 29th April

13:00 - 17:00 Networking Lounge - Pegaso 1-4 Floor 0

13:00 - 17:00 Symposia (there is an additional charge for symposia)

- Move Management; A Blessing or a Curse?
  - Fenix 1 Floor 1

Whether you are a DSP who has never done move management before or a removal company who is doing it every day, you will find this workshop beneficial as we will dive into the subject.

We will look at ‘move management’ from every angle: How do you add this to your service portfolio and how do you then do it? How to make money on it? Who do you partner with along the way and how do you choose the right partner? What are the main challenges and how do you prepare yourself for them?

All these questions will be answered by a diverse panel of speakers: from professional industry bodies (FIDI and IAM), to Removal and Move Management companies (Arpin International), or DSPs who successfully do move management and manage HHG partners (IKAN & TTHCurzon), or DSP & Mover in one (Intermark).

- Moderator
  - Irina Yakimenko - Intermark
- Speakers
  - Jane Riley - Grace
  - Ray Da Silva - IAM
  - Diwakar Gupta - Ikan
  - Matthew Odjik - IAM
  - Caroline Curik - Arpin

- Stuart Lawson - Crown
- Sustainability Symposium; Taking Stock, Moving Forward
  - Fenix 3 Floor 1

This year's symposium on Sustainability takes a next step in our collective journey towards more sustainable mobility. Drawing together experts from across the industry, we will look back at progress that has been made, show case best practices and hear more about engaging with stakeholders in the change process. Through a packed programme with interactive discussions, participants will gain actionable ideas, insights and connections with like-minded industry peers to work towards more sustainable business operations and catalyse industry-wide progress.
  - Supply Chains in Mobility
    - Fenix 2 Floor 1

In this interactive Supply Chain Symposium, we have speakers from a variety of different geographical areas and service lines discussing some relevant and topical subjects. This will include highlighting everyone's roles and responsibilities within the mobility supply chain, the increased pressure to ensure our fees are competitive whilst maintaining a quality service and finally, give everyone some insight and takeaways on how to be a better supplier. The objective of the session is that everyone leaves the room with at least three tangible ideas to take back to their office, discuss with their team and make improvements to service delivery or supplier/client relationships.

17:30 - 18:30 Speed Networking - Fenix 7 Floor 1

- A fast paced get together with a glass or two of fizz

## Tuesday 30th April

08:00 - 09:30 Sponsor Meeting (Invitation only)

09:00 - 17:00 Networking Lounge - Pegaso 1-4 Floor 0

09:00 -10:00 Newcomers Reception

- Fenix 1 Floor 1

10:00 -11:00 Conference Opening - Fenix 4-6 Floor 1

- Join our Conference Host Frances Edmonds and our President, Vice President and CEO as they welcome our delegates to Vilamoura
- Fenix 4-6

11:00 Coffee Break

11:30 – 12:30 Keynote Opening Speaker - Fenix 4-6 Floor 1

- The Fifth Industrial Revolution - Dan Sodergren
  - Dan is an expert on the impact of technology, AI and digital marketing. The future of work is not what you think! This is an essential session, come and learn, confront your fears and prepare for the future.

12:30 - 14:00 Lunch

12:30 -14:00 Sponsor Meeting (Invitation Only)

13:00 - 14:00 Legal Clinic - Getting Paid For Your Services: Avoiding Clients Who Don't Pay! - Neptuno 1 Floor 0

- Speaker, Gordon Kerr EuRA Strategic Consultant for Legal  
Getting Paid For Your Services: Avoiding Clients Who Don't Pay!  
The relocation industry has been rocked by the recent bankruptcy of a large RMC. Many EuRA members have lost substantial amounts in unpaid invoices. In this session, EuRA's lawyer, Gordon Kerr looks at what DSPs and other relocation businesses can do to minimise the risk of unpaid invoices and, worse, the risk of being put out of business by a defaulting client. This legal overview will be followed by an open discussion.

14:00 – 15:00 Creating the Future - Integrating Digital Transformation in Your Organisation - Fenix 4-6 Floor 1

15:00 Coffee Break

15:30 – 16:30 Culture and the Mobility Process - Fenix 4-6 Floor 1

- According to research done by Cartus, 61% of failed assignments happen because of family and personal issues. KPMG research says only 38% of

companies with a globally mobile workforce offer no cultural training. Mistaken as a soft topic, we re-examine why intercultural training is so vital between mobility professionals and assignees.

- Moderator
  - Lucy Foster - Impact Group
- Speakers
  - Laura Sildmae - Move My Talent
  - Martin George - LTC Language Solutions
  - Janice Trinidad - EER
  - Ludovic Lemoine - Newland Chase

16:30 - 17:30 EuRA AGM - Fenix 2 Floor 1  
Full members only

16:45 - 17:45 EGQS+ New Programme Launch! - Fenix 1 Floor 1

- Speakers
  - Martina Scharwey - EGQS+ Project Director
  - Dom Tidey - EuRA COO
  - Jochen Muskalla - EGQS+ Lead Auditor
  - Ase Lofgren Gunsten - EGQS+ Mentor
  - Michele Bramstoft - EGQS+ Mentor
- Join our EGQS+ leadership team for a glass or two of fizz and an update on the new in house EGQS+ process. Meet the mentors and our EGQS+ expert lead auditor.

18:00 - 19:30 Welcome Reception - Roof Terrace

- Gather with friends old and new on the stunning roof terrace of the hotel for drinks, food and views

## Wednesday 1st May

08:00 - 09:30 Sponsor Meeting (Invitation only)

09:00 - 17:00 Networking Lounge - Pegaso 1-4 Floor 0

10:00 -11:00 State of the Industry - Fenix 4-6 Floor 1

- This session is deliberately planned at the last minute so we can join together to discuss the pressing issues of the moment

11:00 Coffee Break

11:30-12:30 The Power of Feedback - Fenix 4-6 Floor 1

- Feedback is vital! In this session we will look at how capitalise on positive feedback and how to deal head on with negative feedback.
  - Moderator
    - Sophie Rehberg - Professional Organizing Relocation Consult GmbH
  - Speakers
    - Aideen Hopkins - EER
    - Andrea Gullickson - IOR
    - Leah Bohmrich - Packimpex

12:30 - 14:00 Lunch

13:00 - 14:00 Legal Clinic - How to Review your GDPR Compliance - Neptuno 1 Floor 0

- Speaker, Gordon Kerr EuRA Strateic Consultant for Legal

It's now six years since all types of businesses were scrambling to get new processes and documents ready for the arrival of the GDPR. It may be timely, therefore, to review what your business now has in place. Does you business have any compliance gaps or are there opportunities to reduce your compliance burden? In this session, EuRA's lawyer, Gordon Kerr, will guide on how to carry out a GDPR review and suggest where there may be opportunities to make compliance easier!

14:00 - 17:00 Interactive Workshops

- Immigration Workshop
  - Fenix 4-6 Floor 1
    - Immigration Day Host
      - Johanna Lennartson Nimmersion
    - Speakers
      - Arvinder Ubhi - Ellis Porter
      - Bobby Bartle - Aires
      - Brendan Coggan - Envoy
      - Carloine Treuillard

- Charina Garcia - Wolfsdorf
  - Faisal Addas - Innovation
  - Alastair Mason - Smith Stone Walters
  - Charlotte Taylorson - Boeing
  - Jens Petersen - Visum Point
  - Julyana Ruiz - Igo Immigration
  - Manpreet Dhami-Magne
  - Nihat Kurt - Expat Management Group
  - Preeti Roongta - Lex Visas India
  - Stephane Compain - Lux Relo
  - Zain Ali - Centuro
- Direct Clients Workshop
    - Fenix 2 Floor 1
    - Session One
      - Selling, Winning and Retaining Clients
    - Session Two
      - Challenges and Risks
        - Speakers;
          - Pauline Son - Expat Management Group
          - Andreas Krensel - IBN
          - Rossana Veglia - Global International Relocation
          - Dana Pick - ReloCare
          - Hannah Zentgraf - C+S Relocation
          - David Whelan - Urban Rest Apartments
          - Micah Bellieu - Fluency Corp
- Corporate Housing Workshop
  - Fenix 1 Floor 1
    - Moderators
      - Nick Estrada - CHPA
      - Kim Ashmore - ASAP
    - Speakers
      - Agents Session;
        - Kim Krollman - OWL
        - Rebecca Gonzaga - Situ
        - Alex Neale - Silverdoor
        - Vidak Glavnic - Dwellworks
      - Technology Session;
        - Matt Was - Blueground
        - David Whelan - Urban Rest
        - Marc Vilar - Apartool
      - Networking Session;
        - Charlotte Winter - Synergy
        - Vladimir Volkov - Skyside

- Dima Lorenz - Dwellworks

15:30 Coffee Break

16:30 – 18:00 Sponsor Meeting (Invitation Only)

19:00 - Gala Dinner - Gardens and Lakeside, Tivoli Marina Vilamoura Resort

- Join us for our fabulous Gala Dinner

## Thursday 2nd May

09:00 - 17:00 Networking Lounge - Pegaso 1-4 Floor 0

10:00 - 11:00 Transformation and Global Mobility - Fenix 4-6 Floor 1

- Moderator
  - Dean Hefford - Sprout Mobility

11:00 Coffee Break

11:30 – 12:30 Stress and Working in Mobility - Fenix 4-6 Floor 1

- A panel discussion on the psychological impact of the relocation process not on the assignee, but on the workers who are supporting the client. Dealing with the stresses of delivering seamless mobility services is stressful and this session will look at this.
  - Moderator
    - Meredith Kennedy - Dwellworks
  - Speakers
    - Rob Fletcher - Heart Relocation
    - Clare Williams - Easy Tiger Executive Search
    - Rhea Narula - Formula Group
    - Adam McWhirter - Maxxelli

12:30 - 14:00 Lunch

14:00 – 15:00 Ignite - Fenix 4-6 Floor 1

- Join our intrepid Ignite speakers for this fast paced session of presentation lasting just four minutes each.
  - Moderator
    - Michele Bramstoft - Copenhagen Relocations
  - Speakers
    - Ben Jones - Simply London
    - Rebecca Gonzaga - Stay Situ
    - Micah Bellieu - Fluency Corp
    - Alex Neale - Silver Door
    - Diwakar Gupta - Ikan

15:00 Coffee Break

15:30 – 16:30 Closing Speaker - Fenix 4-6 Floor 1

16:30 – 17:00 Closing and 2024 Destination Reveal - Fenix 4-6 Floor 1

19:00 - Final Night Celebration Dinner & Dance Fenix 4-7 Floor 1  
*Starring the Mobility Light Orchestra!*