

**8th International Conference
„Alternative Dispute Resolution – Cooperation between the
Public Administration and Judiciary with the Economic Sector“**

24th and 25th October 2017

Croatian Chamber of Trades and Crafts, Conference Hall „Velika dvorana“, Ilica 49/I, Zagreb



Under the auspices of

President of the Republic of Croatia
Kolinda Grabar-Kitarović

Ministry of Economy, Entrepreneurship and Crafts
of the Republic of Croatia

Ministry of Justice
of the Republic of Croatia

Partners of the conference

European Consumer Centre Croatia
eCommerce Croatia Association

DAY ONE

9,00	Registration of Participants
9,30	<p>Welcome Addresses Mr. Damir Kontrec, President, Court of Honour and Mediation Centre at Croatian Chamber of Trades and Crafts Mr. Dragutin Ranogajec, President, Croatian Chamber of Trades and Crafts</p> <p>Introductory Speeches Mrs. Mirella Rašić, Deputy Head of Representation of the European Commission to Croatia Mr. Mario Antičić, State Secretary, Ministry of Economy, Entrepreneurship and Crafts Mrs. Ivana Vukov, envoy of the Prime Minister of the Republic of Croatia Andrej Plenković, Special Counsel to the Prime Minister of the Republic of Croatia</p> <p>Conference Opening Mr. Dražen Bošnjaković, envoy of the President of the Republic of Croatia Kolinda Grabar-Kitarović; Minister of Justice of the Republic of Croatia</p> <p>Introduction to the topics of the conference Court of Honour and Mediation Centre of CCTC - Authorized National CADR Bodies and their Role in the Development of e-commerce Mrs. Suzana Kolesar, Executive Secretary of Court of Honour and Mediation Centre at CCTC</p>

10,00	Part one – Online Dispute Resolution
	<p>The Evolution of ODR: Past and Present eBay - Example of a Modern ODR System Ethan Katsh, director, National Center for Technology and Dispute Resolution, professor emeritus of legal studies, University of Massachusetts Amherst / USA</p> <p>ODR - Is Online Justice Possible? Mirèze Philippe, special counsel, ICC, International Court of Arbitration</p>
10,50	Q&A
11,00	Break
11,10	<p>Online Justice: Are We Getting There? Petros Zourdoumis, founder ODR Europe, general director ADR point-Center for Alternative Dispute Resolution, fellow at The National Center for Technology&Dispute Resolution/Greece</p> <p>Civil Mediation - How to Kick-start It - the Italian Experience Giovanni Matteucci, civil commercial mediator and trainer, independent consultant / Italy</p>
11,50	Q&A
12,00	Part two – Potential of e-commerce
	<p>Business Expansion through e-commerce Marijan Cingula, University of Zagreb, The Faculty of Economics and Business Zagreb, Organization and Management, professor / Croatia</p> <p>Building Better Markets, Insights from a Small Island James Walker, founder and CEO, Resolver / UK</p>
12,40	Q&A
12,50	Lunch break
13,30	Part two – Partners of the Confernece and ConsumerLawReady project
	<p>Why is Now the Right Time to Launch a Web Store Marcel Majsan, president, eCommerce Croatia Association</p> <p>The ODR Platform - An Effective Tool for Building e-commerce Anda Kostijal, senior legal advisor, Ministry of the Economy, Entrepreneurship and Crafts of RC, European Consumer Centre Croatia</p> <p>Presentation of the EC project "Training for SMEs on Consumer Law in the Digital Age" - Encouraging Cross-border e-commerce Suzana Kolesar, executive secretary, Court of Honour and Mediation Centre at CCTC National Lead Trainer in the Project</p>
14,20	Q&A
14,30	Part three – Mediation
	<p>Mediation and ODR Developments in Canada Fabien Gélinas, co-founder, Sir William C. Macdonald Professor of Law, McGill University,</p>

	<p>Montreal Cyberjustice Laboratory / Canada</p> <p>Mediation in Spain Rosa Pérez Martell, senior lecturer, Las Palmas de Gran Canaria University, Procedural Law, Mediation and Arbitration / Spain</p> <p>Hungarian ADR System with Emphasis on Mediation and ADR in Consumer Disputes Judit Glavanits, head of department, Deák Ferenc Faculty of Law and Political Sciences, Department of Public and Private International Law / Hungary</p> <p>Current Mediation System in Italy Roberta Regazzoni, expert in mediation and ODR, The Milan Chamber of Arbitration / Italy</p> <p>Mediation Reform in Greece: The „Great Expectations” Elena Koltsaki, lawyer, mediator, trainer, member of the Mediators’ Accreditation Committee and Preparatory Legislative Committee for the Reform of Mediation at the MOJ / Greece</p>
16,50	Q&A, Discussion and Closing of Day One

DAY TWO

8,30	Registration of Participants
9,00	SESSION I - Mediation and ODR in Different Sectors – Commerce / Energy / Bank / Tourism
	<p>Cooperating at EU Level: The Example of NEON, The Network of Independent Energy Ombudsmen and ADR Bodies Marine Cornelis, secretary general, NEON-National Energy Ombudsmen Network / Belgium</p> <p>ODR & Mediation for Bank & Private Debt Settlement: the Greek OCW Platform Petros Zourdoumis, founder ODReurope, general director ADR point-Center for Alternative Dispute Resolution, fellow at The National Center for Technology & Dispute Resolution / USA</p> <p>Mediation in Tourism Rosa Pérez Martell, senior lecturer, Las Palmas de Gran Canaria University, Procedural Law, Mediation and Arbitration / Spain</p>
10,00	Q&A
	SESSION II – Successful ODR Systems - presentations
10,10	How to Predict the Outcome of Cases from the Consumer to ADR via Resolver James Walker , founder and CEO, Resolver / UK
10,50	Break
11,00	Mediation in Romania Monica Calu , consumer law expert, Association for Consumers / Romania
12,00	Trends in Success Stories in Modernizing Justice - Tylers Experience / Technology is Re-shaping the Modern Dispute Resolution Market - Tyler-Modria Kyle Snowdon , international sales director, Tyler Technologies, Inc. / USA <p>ODR: The EU Platform and RisolviOnline Roberta Regazzoni, expert in mediation and ODR, The Milan Chamber of Arbitration / Italy</p>
12,20	SESSION III – Innovative ODR

	Presentation of the International ODR 4 Refugees Project Petros Zourdoumis , founder ODReurope, general director ADR point-Center for Alternative Dispute Resolution, fellow at The National Center for Technology&Dispute Resolution/Greece
12,30	Q&A, Discussion and Conclusions of the Conference
12,45	Closing of the Conference

** Working languages on the first and the second day are Croatian and English with simultaneous translation. Please note that changes in this program are possible.*

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