9th International Conference “Alternative Dispute Resolution – Cooperation of Public Administration and Judiciary with the Economic Sector”
23 & 24 October 2018. 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 Justice
of the Republic of Croatia
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Celebration of
European Day of Civil Justice 2018 in Croatia

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<td>9,00</td>
<td>Registration of participants</td>
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<td>9,30</td>
<td>Welcome address of the host</td>
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<td>Mr. Dragutin Ranogajec, President, Croatian Chamber of Trades and Crafts</td>
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<td>Introductory Speeches and conference opening</td>
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<td>Mr. Damir Kontrec, President, Court of Honour of the Croatian Chamber of Trades and Crafts</td>
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<td>Mr. Branko Baričević, Head of the Representation of the European Commission in Croatia</td>
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<td>Mrs. Ivana Soić, Assistant Minister of Economy, Entrepreneurship and Crafts of the Republic of Croatia</td>
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<td>Mr. Bernard Gršić, State Secretary, Central State Office for the Development of Digital Society</td>
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<td>Mr. Dražen Bošnjaković, envoy of the Prime Minister of the Republic of Croatia Andrej Plenković / Minister of Justice of the Republic of Croatia</td>
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| 10,00 | Part one – Justice and public administration  
– examples of good practice and possibilities for improvement  
  How the courts can disrupt themselves  
  Paul Embley, The National Center for State Courts, Technology Division / USA  
  How to increase the number of court settlements at Croatian courts  
  Zrinka Tironi, Municipal Court in Split, judge  
  Resolving commercial disputes online – european experiences of eJUST  
  Agathe Girard-Camilleri, eJUST, Product Manager / France  
  Practical challenges or how to enforce a mediation settlement?  
  Dalibor Ružić, Ministry of Justice of the RC, Civil, Commercial and Administrative Law  
  Directorate, Sector for Civil and Commercial Law Regulations, Senior advisor – specialist  
  Challenging the court settlement  
  Ivan Tironi, County Court in Split, judge  |
| 11,50 | Break (15’) |
| 12,05 | Part two – Craftsmen and other small and medium entrepreneurs  
– consumer protection – digitalization  
  UEAPME – The voice of craftsmen and other small and medium entrepreneurs in Europe  
  Luc Hendrickx, UEAPME – the European craft and SME employers’ organization, Enterprise  
  Policy and External Relations, director  
  Consumer ADR in Europe three years after the implementation of ADR Directive 2013/11/EU  
  Christoph Decker, European Commission, DG Justice and Consumers, Unit E3 (Consumer  
  Enforcement and Redress), team leader  
  Alternative dispute resolution at the Croatian Chamber of Trades and Crafts – Court of  
  Honour from 1993 to 2018  
  Suzana Kolesar, Court of Honour of the Croatian Chamber of Trades and Crafts and Mediation  
  Centre at the Croatian Chamber of Trades and Crafts, Executive Secretary |
| 13,15 | Lunch break (45’) |
| 14,00 | Part three – Mediation – ADR & ODR  
  ICC - How to resolve international commercial disputes through mediation  
  Andrija Erac, ICC International Centre for ADR, Deputy Manager  
  How not to introduce Online Dispute Resolution into an online court or, out of court, for  
  consumer disputes - early lessons from the UK experience  
  New „New York Convention“ on the enforcement of settlement agreements and new tools to  
  promote the use of mediation in disputes with public employer in Poland  
  Ewelina Wętrys, K&L Gates, lawyer / Poland  
  Break (15’)  
  Consumer ADR and ODR in Ireland - The benefits of ADR for businesses |
**Alternative dispute resolution as a course in the higher education system on the example of Effectus**  
**Jelena Uzelac**, University College Effectus for Law and Finance, Dean, senior lecturer  
**Blaženka Deanović**, University College Effectus for Law and Finance, assistant professor at the Department for Law

**Out-of-court dispute resolution from the insurer’s point of view**  
**Eduard Skenderović**, GRAWE Croatia d.d., group manager for motor vehicle damages

**Association of lawyers-mediators in the region**  
**Petya Murgova**, Law Firm Murgova & Partners, lawyer  
Balkan Association for Dispute Resolution (BADR), president

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<td>16.30</td>
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### DAY TWO

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| 9.00  | - Implementation of national and EU public policies - Public policies in general  
         - Digitalization in the economy, justice and public administration - Croatia, EU and the USA |  
The follow up of the EC project “Training for SMEs on consumer law in the digital age”- encouraging cross-border e-commerce  
**Suzana Kolesar**, Court of Honour of the CCTC and Mediation Centre at the CCTC, Executive Secretary, National Lead Trainer in the Project  
Introduction of legal framework and the National development strategy of the Republic of Croatia until 2030  
**Ana Odak**, Ministry of Regional Development and EU Funds of the RC, assistant minister  
Digitalization of the economy in Croatia – encouraging the development of e-commerce  
**Božo Zeba**, Central State Office for the Development of Digital Society, acting Deputy State Secretary  
Consumer loyalty and helping to build better outcomes  
**James Walker**, founder and CEO, Resolver / UK  
Applying IT solutions to Justice  
**Veronika Pogačić**, Ministry of Justice of the Republic of Croatia, Head of Service for application systems
| 10.05 | Q&A                                                                     |
| 10.15 | Break (10’)                                                             |
| 10.25 | Experiences of a craftswoman in online business                        |
|       | **Antonija Tretinjak**, service craft „De Luxe“, owner                  |
|       | How to start a successful web shop                                      |
|       | **Siniša Begović**, MBA, consultant for SMEs, e-business and e-commerce;  
         “Empiria Magna” Ltd., director |
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| 12,05 | Google digital garage – Start your digital transformation  
Krešimir Koružnjak, University college Algebra, product manager for digital programs, Google digitizer  
How can justice systems encourage more use of mediation - with reference to the Interim Report of the UK’s Civil Justice Council's Working Party on ADR  
ODR in the US justice system and public Administration  
Paul Embley, National Center for State Courts, Technology Division / USA |
| 12,15 | Discussion and Q&A – Moderator Graham Ross       |
|       | Conference Conclusions / Closing of the conference |

* Working languages are Croatian and English with simultaneous translation. Please note that changes in this program are possible.

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