

VOLUNTEERING 2015 EUROPEAN CONFERENCE ON CORPORATE
AUGUST 31-SEPTEMBER 1 | ZÜRICH, SWITZERLAND



International Association for Volunteer Effort



LEAD PARTNERS

Thank you to our lead partners for sponsoring the European Conference on Corporate Volunteering!



Credit Suisse AG is one of the world's leading financial services providers and is part of the Credit Suisse group of companies (referred to here as 'Credit Suisse'). As an integrated bank, Credit Suisse offers clients its combined expertise in the areas of private banking, investment banking and asset management. Credit Suisse provides advisory services, comprehensive solutions and innovative products to companies, institutional clients and high-net-worth private clients globally, as well as to retail clients in Switzerland. Credit Suisse is headquartered in Zurich and operates in over 50 countries worldwide. The group employs approximately 46,600 people. Further information about Credit Suisse can be found at www.credit-suisse.com.

We enter into partnerships with organizations to facilitate the volunteer work of our employees, focusing on programs that promote the transfer of skills and knowledge between our staff and our partners. This allows our employees to use their expertise for the benefit of our partner organizations, as well as providing them the opportunity to foster their own skills and professional development.



Founded in 1907 as a messenger company in the United States, UPS has grown into a multi-billion-dollar corporation by clearly focusing on the goal of enabling commerce around the globe. Today, UPS is a global company with one of the most recognized and admired brands in the world. We have become the world's largest package delivery company and a leading global provider of specialized transportation and logistics services. Every day, our 435,000 employees work together to manage the flow of goods, funds, and information in more than 200 countries and territories worldwide.

UPS employees are passionate about making the world a better place, which is why they volunteered nearly 1.9 million hours in local communities with their favorite nonprofit organizations last year. The UPS Foundation provides those organizations with the operational expertise, leadership development and technology enhancements they need to tackle today's societal challenges. During our Global Volunteer Month every October, UPSers use this time to help with volunteer projects put on by their team or department and volunteering with organizations on their own. We have pledged to complete 20 million hours of volunteering and community service globally by the end of 2020.

WELCOME

We are very pleased to welcome you to the European Conference on Corporate Volunteering.

The goal of the conference is to significantly advance both the discussion and the practice of corporate volunteering in Europe by bringing together key thought leaders as well as executives and managers of companies committed to developing strong, high impact volunteer efforts.

We hope that this will be a highly engaging, participatory conference, using presentations as the starting point for dialogue among participants with emphasis on sharing with and learning from one another. We have asked our presenters to focus on what they have learned from their work and what others can learn from them, on obstacles and challenges they have encountered and on the innovations and solutions they have developed.

Now, we invite all participants to join in, sharing your experiences, your learnings, your challenges with your colleagues from throughout Europe. Let us challenge one another to “think outside the box” and imagine what corporate volunteering can become as we respond to the critical problems the world faces.

We are very pleased to have Credit Suisse and IAVE working in close partnership to plan and present this conference. We are deeply appreciative of the assistance we have received from our Cooperating Organizations and the very important support of our sponsors.

Thank you for coming!



ZAHRA DARVISHI

*Head of Corporate Citizenship
Switzerland
Credit Suisse AG*



KYLEE BATES

*World President
International Association for
Volunteer Effort*

THANK YOU TO OUR PARTNERS

OUR CORPORATE SPONSORS



OUR SPECIAL CONFERENCE PARTNER





Supporting great causes:
a commitment that's
as much a part of UPS
as our brown trucks.

UPS is proud to support **the European
Conference on Corporate Volunteering.**

ups.com

© 2015 United Parcel Service of America, Inc. UPS, the UPS logo, and the color brown are trademarks of United Parcel Service of America, Inc. All rights reserved.

We take time for a good cause.

We assume social responsibility and are proud of our employees' community spirit. Last year alone, they dedicated 191,000 hours to volunteering. Find out more about our Corporate Volunteering activities.

credit-suisse.com/volunteering



AT A GLANCE

TIME	MONDAY, AUGUST 31 ST
8:00 – 9:15 AM	WELCOME DRINKS & REGISTRATION
9:15 – 11:00 AM	OPENING PLENARY Getting Started Zahra Darvishi, Head of Corporate Citizenship Switzerland, <i>Credit Suisse AG</i> Kylee Bates, World President, <i>IAVE</i> Focusing Our Volunteer Efforts on the World’s Most Pressing Problems: The Sustainable Development Goals Richard Dictus, Executive Coordinator, <i>UNV</i> Response Panel
11:00 – 11:30 AM	COFFEE BREAK
11:30 – 1:00 PM	FORUM SESSION #1 <ul style="list-style-type: none"> • Responding to emerging challenges • Corporate volunteering as a strategic asset to support employee engagement and development • Crossing borders to volunteer
1:00 – 2:00 PM	LUNCH
2:00 – 3:30 PM	FORUM SESSION #2 <ul style="list-style-type: none"> • Overcoming barriers to effective partnerships with NGOs • Doing more with less: working with intermediaries • Corporate volunteering in the digital age
3:30 – 4:00 PM	COFFEE BREAK
4:00 – 5:30 PM	FORUM SESSION #3 <ul style="list-style-type: none"> • Addressing youth unemployment through corporate volunteering & other actions • Developing internal champions to lead your volunteer effort • Pro bono programs
5:30 – 6:00 PM	WRAP UP OF THE DAY
6:00 – 6:30 PM	FREE TIME TO ENJOY THE GROUNDS
6:30 – 7:30 PM	APERITIF (Reception)
7:30 PM	DINNER Patrick Warnking, Country Director, <i>Google Switzerland</i>

TIME	TUESDAY, SEPTEMBER 1ST
7:30 – 8:30 AM	WELCOME DRINKS
8:30 – 8:45 AM	OPENING CONVENING
8:45 – 10:15 AM	FORUM SESSION #4 <ul style="list-style-type: none"> • Disaster-related corporate volunteering • Measuring impact
10:15 – 10:45 AM	COFFEE BREAK
10:45 – 12:15 PM	KEYNOTE PLENARY Changing the Way We Do Business: Building Our Impact, Demonstrating Our Value Dr. Michael Hastings: LORD HASTINGS OF SCARISBRICK CBE Global Head of Corporate Citizenship, <i>KPMG International</i>
12:15 – 1:00 PM	LUNCH
1:00 – 2:30 PM	FORUM SESSION #5 <ul style="list-style-type: none"> • Implementing a global volunteer program across multiple European markets • Skills-based volunteering • Building internal support & overcoming resistance
2:30 – 3:30 PM	CLOSING PLENARY & WRAP UP
3:30 PM	ADJOURN <i>Closing drinks</i>



Caring Deeply. Changing Lives.™

Through cutting-edge science and medicine, Biogen discovers, develops and delivers to patients world-wide innovative therapies for the treatment of neurodegenerative diseases, hematologic conditions and autoimmune disorders.

On behalf of our employees around the world who are supporting our vision of Caring Deeply and Changing Lives, Biogen is pleased to sponsor the 2015 European Conference on Corporate Volunteering.

Founded in 1978, Biogen is one the world's oldest independent biotechnology companies. Caring Deeply. Changing Lives.

WWW.BIOGEN.COM



CONFERENCE PROGRAM

PLENARIES

Plenaries bring us all together to start and end the day in community, focused on issues and innovations.

FORUMS

The conference forums are designed to bring great thinking to specific issues identified by companies as high priorities; offer participants the opportunity to showcase their own efforts, innovations and challenges; and stimulate a lively discussion to expand our thinking and improve our practice. Topics for the forum were chosen based on input received from 30+ companies either headquartered or with major operations in Europe.

MONDAY, AUGUST 31ST, 2015

8:00 to 9:15 AM

WELCOME DRINKS & REGISTRATION

9:15 to 11:00 AM

OPENING PLENARY

Opening Ceremony

Zahra Darvishi, Head of Corporate Citizenship Switzerland, Credit Suisse AG
Kylee Bates, World President, IAVE

Focusing Our Volunteer Efforts on the World's Most Pressing Problems: The Sustainable Development Goals

Richard Dictus leads off the conference with the challenge – for companies to contribute in a major way, through their volunteer efforts, to achieving the United Nations Sustainable Development Goals.

A panel of corporate executives will respond, focusing on the opportunities, the obstacles, the risks and the rewards of taking on that challenge, especially with the world watching.

Richard Dictus

Executive Coordinator, United Nations Volunteers

Response Panel:

- o *Sue Stephenson, Vice President, Community Footprint, Ritz Carlton Hotel Company*
- o *Dr. Jürgen Brokatzky-Geiger, Global Head, Corporate Responsibility, Novartis*
- o *Markus Mader, General Director, Swiss Red Cross*
- o *Zahra Darvishi Head of Corporate Citizenship Switzerland, Credit Suisse AG*

11:00 to 11:30 AM

COFFEE BREAK

11:30 to 1:00 PM

FORUM SESSION #1

FORUM: Responding to emerging challenges

How will the Sustainable Development Goals enhance or expand how companies are already addressing many of the world's most difficult challenges? This dialogue-focused session follows up on the opening plenary by exploring what companies are learning from their existing efforts.

Presenters:

- o **Richard Dictus**, United Nations Volunteers
- o **Sue Stephenson**, Ritz-Carlton Hotel Company (US)
- o **Ralf Dürrwang**, Deutsche Post DHL (Germany)

Moderator:

Kenn Allen, IAVE (US)

FORUM: Corporate volunteering as a strategic asset to support employee engagement and development

There is broad agreement that volunteering helps build employee commitment & morale, develop leadership, strengthen teams, enhance business-related skills and recruit new employees. Leaders in the field explore how to maximize that benefit by building strong internal partnerships with human resources units.

Presenters:

- o **Michael Regnet**, Allianz SE (Germany)
- o **Tanya Bell**, RBC (Canada)
- o **Stephan C. Koch**, UPJ Netzwerk (Germany)

Moderator:

Kylee Bates, IAVE (Australia)

FORUM: Crossing borders to volunteer

Steadily growing interest in programs that send teams of skilled volunteers across national borders, particularly to the Global South, raise issues for companies, for their volunteers and for the places they go to serve. What works? Is it a good investment? Share experiences with those who are doing it.

Presenters:

- o **Diana Molina Grasa**, Fundación Bancaria "la Caixa" (Spain)
- o **Michael Evason**, IBM (UK)
- o **Sabina Balmer**, B360 education partnerships (Switzerland)

Moderator:

Eugen Baldas, IAVE (Germany)

1:00 to 2:00 PM

LUNCH

2:00 to 3:30 PM

FORUM SESSION #2

FORUM: Overcoming barriers to effective partnerships with NGOs

Once thought of as “nice but not necessary,” partnerships with NGOs are now seen as critical to the success of employee volunteer efforts. But not all partnerships are created equal. Learn what works and what doesn’t – and see how you are doing as a partner.

Presenters:

- o **Lukas Sallmann**, Swiss Red Cross (Switzerland)
- o **Heather Alner**, Habitat for Humanity (Slovak Republic)
- o **Antoine Colonna**, Pro Bono Lab France (France)

Moderator:

Wendy Osborne, IAVE & Volunteer Now Northern Ireland (UK)

FORUM: Doing more with less: working with intermediaries

As staffing and budgets grow tighter, as expectations for growth and impact increase, how do we cope? Many companies are turning to intermediary organizations for assistance. Explore the pros & cons and how to make it work best for everyone.

Presenters:

- o **Liz Hamburg**, Taproot (US)
- o **Uschi Erb**, Bavarian Network of Volunteer Centers (Germany)
- o **Hannah Van Basshuysen**, Audi (Germany)
- o **Laetitia Gill**, Philias (Switzerland)
- o **Sharon Tal**, Ruach Tova (Israel)

Moderator:

Armin Pialek, BMW Foundation Herbert Quandt (Germany)

FORUM: Corporate volunteering in the digital age: the opportunities and challenges presented by social media and online volunteering

From connecting employees with volunteer opportunities and tracking their involvement to online volunteer opportunities to micro-volunteering to social media to energize and mobilize – there is a digital revolution underway in the volunteer community. Find out here to be part of it through innovation and adaptation.

Presenters:

- o **Diane Solinger**, Google (US)
- o **Michael Evason**, IBM (UK)
- o **Lutz Ziob**, Microsoft (South Africa)

Moderator:

Ulrich Kaiser, Credit Suisse AG (Switzerland)

3:30 to 4:00

COFFEE BREAK

4:00 to 5:30 PM

FORUM SESSION #3

FORUM: Addressing youth unemployment through corporate volunteering & other actions

This session explores how corporate volunteers can contribute to the impact of sustained high unemployment among young people – whether through mentoring or skills building or support for entrepreneurship, or by helping youth become volunteers as a way of building their workplace skills and creating a record of successful workplace experience.

Presenters:

- **Zahra Darvishi**, Credit Suisse AG (Switzerland)
- **Anja Meyfarth**, Joblinge gAG Hanse (Germany)

Moderator:

Kathleen Dennis, IAVE (US)

FORUM: Developing internal “champions” to lead your volunteer effort

One way to address a shortfall in staffing resources is to build networks of internal champions and leadership teams that will take operational responsibility for the company’s volunteer program. Learn what works from companies that are doing it.

Presenters:

- **Sue Gammons**, GSK (UK)
- **Michele Maughan**, EMC (UK)

Moderator:

Tanya Bell, RBC (Canada)

FORUM: Pro bono programs

Are pro bono programs volunteering? Does it matter? What are the best practices that inform its development and implementation by a company? How do we build effective partnerships with NGOs to ensure maximum impact? There and many more issues will be discussed by companies with successful programs and by the NGOs that help them do it.

Presenters:

- **Antoine Colonna**, Pro Bono Lab France (France)
- **Liz Hamburg**, Taproot (US)
- **Claudia Leißner**, Proboneo (Germany)
- **Manuel Meister**, Accenture (Switzerland)

Moderator:

Armin Pialek, BMW Foundation Herbert Quandt (Germany)

5:30 to 6:00 PM

WRAP UP OF THE DAY

6:00 to 6:30 PM

FREE TIME TO ENJOY THE GROUNDS

6:30 PM

APERITIF & DINNER

Patrick Warnking

Country Director, *Google Switzerland*

TUESDAY, SEPTEMBER 1st, 2015

7:30 to 8:30 AM **WELCOME DRINKS**

8:30 to 8:45 AM **OPENING CONVENING**

8:45 to 10:15 AM **FORUM SESSION #4**

FORUM: Disaster-related corporate volunteering

More natural and man-made disasters; greater expectations from our employees for meaningful response; the need to act before and after the "CNN moment" to build community resilience through preparation and prevention and to remain engaged through reconstruction. Companies that are leading the way share their experiences as prelude to discussion of the realities of engagement.

Presenters:

- o **Hector Mujica**, Google (US)
- o **Harry Wilson**, UPS (Belgium)
- o **Karin Reiter**, Zurich Insurance (Switzerland)
- o **Özgür Erdem Uzun**, GSK (Turkey)

Moderator:

Lorrie Foster, IAVE (US)

FORUM: Measuring impact

There is no more often discussed topic than how to measure the impact of our volunteer efforts. But there often is more talk than investment. Evaluation experts and companies debate the pros and cons of what can and should be done...or not.

Presenters:

- o **Matthew Farmer**, Emerging World (UK)
- o **Sue Gammons**, GSK (UK)
- o **Carolina Leite**, GRACE (Portugal)

Moderator:

Kylee Bates, IAVE (Australia)

10:15 to 10:45 AM **COFFEE BREAK**

10:45 to 12:15 PM

KEYNOTE PLENARY

Changing the Way We Do Business: Building Our Impact, Demonstrating Our Value

Lord Hastings is known throughout the world for his inspired and inspiring leadership – from his work on behalf of children in Africa to his efforts in crime reduction to the creative energy he has brought to corporate social responsibility. Be raised up by his ideas – and then engage him in dialogue about how, together, we can reshape the world through our actions.

Dr. Michael Hastings: LORD HASTINGS of SCARISBRICK CBE

Global Head of Corporate Citizenship, *KPMG International*

12:15 to 1:00 PM

LUNCH

1:00 to 2:30 PM

FORUM SESSION #5

FORUM: Implementing a global volunteer program across multiple European markets

Headquarters identifies the strategic priorities, creates a “signature” volunteer program, distributes it through the system to...you. Now, how do you make it happen throughout Europe? Talk with companies that have faced that challenge and hear what they have learned.

Presenters:

- o **Federica Lamma**, Mondelēz International (Switzerland)
- o **Carolyn Lüönd**, Biogen International (Switzerland)
- o **Harry Wilson**, UPS (Belgium)

Moderator:

Lorrie Foster, IAVE (US)

FORUM: Skills-based volunteering

It is what’s “hot.” But how do we recognize and put to work the skills of all of our employees, not only high-level professionals and “fast trackers”? What is an appropriate balance between skills-based and “traditional” (“hands-on”) employee volunteering? What are the limits in bringing it “to scale”? Join the discussion with companies that have world class skills-based volunteer programs.

Presenters:

- o **Eva Halper**, Credit Suisse Securities (Europe) LTD (UK)
- o **Dalia Kaizerman**, Bank Hapoalim (Israel)
- o **Michael Regnet**, Allianz SE (Germany)

Moderator:

Willy Pillinger, xcelarate GmbH (Switzerland)

FORUM: Building internal support & overcoming resistance

Strategies, programs & policies are fine. But what happens when there is resistance from those closest to the work? This is a unique approach to addressing that challenge.

Presenters:

- **Carolina Leite**, GRACE (Portugal)
- **Stuart McLaughlin**, Google (Ireland)
- **Hilary Hanberry**, BITC Northern Ireland (UK)
- **Lauren McCoy**, Citi (UK)

Moderator:

Zahra Darvishi , Credit Suisse (Switzerland)

2:30 to 3:30 PM

CLOSING PLENARY & WRAP UP

3:30 PM

ADJOURN

Closing drinks available.



Answering tomorrow's healthcare needs with innovation today

Breakthrough medicines are our highest priority – they open up healthcare's frontier and answer unmet needs. But no two patients are exactly alike. That's why at Novartis we go beyond breakthrough medicines to offer disease prevention, generic alternatives and access to medicines.



www.novartis.com

ABOUT IAVE & CONVENINGS



International Association for Volunteer Effort

IAVE exists to promote, strengthen and celebrate volunteering in all of the myriad ways it happens throughout the world. With members in 70+ countries, we are the connective tissue of a global network of leaders of volunteering, NGOs, businesses and volunteer centers that share a belief in the power of volunteers to make a significant strategic contribution to resolving the world's most pressing problems.

IAVE is a recognized global leader for corporate volunteering. Our work includes:

Network Development. IAVE's Global Corporate Volunteer Council (GCVC) is the only leadership network for global companies, headquartered throughout the world, that share a commitment to engaging their employees as volunteers in their communities. This year, over 50 global corporations will share with and learn from one another, working together to increase the impact of their volunteer efforts.

Knowledge Development. Our Global Corporate Volunteering Research Project, sponsored by 12 global companies, was the first global study of the nature and scope of corporate volunteering and of how global companies organize and manage their volunteer efforts. From it grew The Big Tent, a reflection on the development and future direction of the field. Our Research Working Group on Disaster-Related Corporate Volunteering is building new knowledge on best practices in preparation, prevention, response, relief, and recovery.

Convenings. Corporate volunteering is a priority topic on the agendas of IAVE's biennial World Volunteer Conference and our regional conferences in Africa, the Arab Nations, Asia-Pacific and Latin America.

Advocacy. We are working closely with the United Nations, GCVC member companies and other NGOs to encourage recognition of corporate volunteering as a unique asset that can be put to work to address the forthcoming Sustainable Development Goals. Our Global Corporate Volunteering Awards Program recognizes excellence both in overall company-wide volunteer efforts and in projects targeted to specific high priority issues.

IAVE is also a leader in advocating for the and supporting the development of effective national leadership schemes for volunteering through our Global Network of National Volunteer Centers and in promoting volunteering as a key way to empower youth to develop a lifelong habit of caring and serving.

Learn more about IAVE at www.iave.org.



For enlightening moments

Up here in the countryside, above Lake Zurich, we offer the ideal venue for conferences, meetings, parties and hotel accommodation. Whatever you have in mind, we can provide the perfect setting.

Seminarhotel Bocken
Bockenweg 4
CH-8810 Horgen
Telefon +41 44 727 55 55
info@bocken.ch
www.bocken.ch

Bocken:

KEYNOTE SPEAKERS



RICHARD DICTUS
Executive Coordinator
United Nations Volunteers

Richard Dictus took position as Executive Coordinator of United Nations Volunteers in 2013, bringing over 25 years of experience, in increasingly responsible positions, with various agencies in the United Nations system. He has served in Malawi, Yemen, Sudan, Lesotho, Bangladesh, Pakistan, Fiji and UNDP Headquarters in New York. He leads over 7,300 UN Volunteers who work at the forefront of peace and development in some of the most difficult working environments in the world and more than 150 professionals who support their work in 86 field offices worldwide. Through his leadership, UNV is playing a major role in ensuring the recognition of volunteering as a strategic asset to achieve the Sustainable Development Goals. He is actively building strong volunteer-based partnerships with the private sector.



DR. MICHAEL HASTINGS:
LORD MICHAEL HASTINGS OF SCARISBRICK CBE
Global Head of Corporate Citizenship
KPMG International

Dr. Michael Hastings, is a recognized global leader for corporate social responsibility, both during his tenure at KPMG and previously at the BBC. He has been an active participant in the World Economic Forum, including as leader of the WEF Agenda Council – The Future of Civil Society. He is Chairman of Millennium Promise UK and is a member of the global Millennium Promise Board. He has been honored by Her Majesty The Queen of England with an independent peerage to the House of Lords. The University of Kent awarded him a Doctorate in Civil Law in recognition of the work he has led on international development and corporate responsibility. He serves a President of ZANE, a development agency focused on Zimbabwe.



PATRICK WARNKING
Country Director
Google Switzerland

Patrick Warnking has been the Country Director of Google Switzerland since 2011. From 2007 to 2011 he was leading the Google teams for Entertainment, Publishers, Classified. Before Google he was with ProSiebenSat1 Media AG for over ten years.



1 thing that matters:
Your family - it's
unique


**Protect your family and
save at the same time –
with Allianz Family®.**

- 10% family discount
- Free 24/7 health services
hotline

More information at
allianz-family.ch

Hopefully insured with Allianz.



Swiss Red Cross  Allianz Suisse is an official partner of the SRC.
Together we protect and help.

PRESENTERS

The best measure of a conference is the strength of its content. We are very pleased to have a distinguished group of presenters and moderators who are here to share their experience and perspective with us.



KENN ALLEN is founder and president of Civil Society Consulting Group LLC with which IAVE contracts to provide its Secretariat. He also serves as Senior Consultant to IAVE's leadership. He is known

globally for his research, writing and consulting in support of corporate volunteering and as author of *The Big Tent: Corporate Volunteering in the Global Age*.



HEATHER ALNER is the Associate Director for Corporate Engagement at Habitat for Humanity International. She has developed and led the corporate partnerships division

for Europe, Middle East and Africa, mobilizing over \$40 million. Heather has initiated and managed corporate partnerships as well as overseeing corporate fundraising in a number of countries across the region.



EUGEN BALDAS is Vice President and the Regional Representative (Europe) for the International Association for Volunteer Effort. Eugen served as the head of the Germany Caritas Association's Volunteer

Sector, which currently has a network of 60 volunteer centers. Eugen is also the Chair of the international "BeSo" association (Begegnung und Solidarität e.V.), organizing full-time voluntary service overseas.



SABINA BALMER is the Founder of B360 education partnerships, which offers companies and private persons the opportunity to participate in an education and 'cross border volunteering' project. Prior to

founding B360, Sabina worked for Credit Suisse for thirteen years. During the last three years at Credit Suisse she was the Chief Operating Officer of Credit Suisse Asset Management in Switzerland.



KYLEE BATES is the World President for the International Association for Volunteer Effort. She is currently the General Manager Jobactive for Advanced Personnel Management. She previously

served as the State Director of Service Delivery for Mission Australia, one of Australia's largest non-profit community service organizations, and was also the Deputy CEO of Volunteering Australia for over four years.



TANYA BELL is the Manager of Employee Volunteering and Fundraising for RBC, with responsibility for strategy, developing and managing programs effecting almost 80,000 employees globally. Her

encouragement of cross platform collaboration and understanding both the business, socio-economic and community impacts, are identifying features of her experience to date.



JUERGEN BROKATZKY-GEIGER, Ph.D., is Global Head, Corporate Responsibility for Novartis. Prior to his position as the Global Head of Corporate Responsibility, Juergen he was the Head of Human Resources of Novartis. He also held various Research and Development positions as Head of Chemical and Analytical Development, and as the Global Head of Technical R&D.



ANTOINE COLONNA D'ISTRIA is the Co-founder and Director of Strategy of Pro Bono Lab. He has been studying and working on pro bono volunteering with social innovators in more than 10 countries since 2010, while growing Pro Bono Lab into a 16 fulltime staff organization with hundreds of volunteers in France. He is a member of the Advisory Council of the Global Pro Bono Network.



ZAHRA DARVISHI is the Head of Corporate Citizenship Switzerland at Credit Suisse AG, responsible for Corporate Volunteering and the Youth Unemployment Initiative. She is also the Co-Chair of the Disability Interest Forum Switzerland, a trustee of the both Braille Without Borders and the SVC Foundation, a board member of Check Your Chance, and a designated Responsible Leader of the BMW Foundation.



KATHI DENNIS is the Executive Director of IAVE, with overall responsibility for working in partnership with the board of directors to implement IAVE's strategic plan while managing the secretariat team and working closely with the World President on outreach to external partners. In the past she also worked with Habitat for Humanity International and the Corporation for National and Community Service.



RALF DÜRRWANG is a lawyer by profession with passion for talent management and CSR. He has over 20 years of extensive experience in HR management and coaching. Ralf is currently the Vice

President for Corporate Citizenship at Deutsche Post DHL Group and a member of the Advisory Board Council of Department of Management Sciences of the Bonn-Rhein-Sieg University of Applied Science.



USCHI ERB founded the volunteer center of Ingolstadt (Freiwilligenagentur Ingolstadt) and has been leading it since 2008. Her expertise in running volunteer centers has allowed her to be involved as a consultant and also a member of the board of directors of BAGFA (Bundesarbeitsgemeinschaft der Freiwilligenagenturen e.V.), the federal association of volunteer agencies.



MICHAEL EVASON is a Corporate Citizenship and Corporate Affairs manager for IBM, covering around 30 highly varied markets across Europe, the Middle East and Africa. His major focus is on Corporate

Volunteering, including all aspects of employee volunteering, community engagement and pro bono technology engagements with NGOs and government organizations.



MATTHEW FARMER is the founder and managing director of Emerging World, which focuses on supporting business leaders, the companies that employ them, and to make major transitions in the way

they think and act. As the Managing Director of Emerging World, Matthew leads the business and is responsible for its development and growth worldwide.



LORRIE FOSTER is an independent consultant specializing in corporate-non-profit partnerships, strategic planning and transition leadership. She is currently the Facilitator for IAVE's Research

Working Group on Disaster Response and the Director of IAVE's Global Corporate Volunteer Council. Prior to joining IAVE she was the Vice President of Council at the Conference Board.



SUE GAMMONS is the Operations Manager for the PULSE Volunteer Partnership, GSK's skills-based volunteering initiative. Sue has worked with GSK for over 20 years, in a range of roles across different

areas of the business including medically-aligned and scientific roles, managing customer-facing teams and leading global transformational change projects.



LAETITIA GILL is the Director of Membership and Development at Philias, a network of 30 companies active in CSR as well as 400 NGOs from across Switzerland. Laetitia supports businesses

in defining CSR strategies and implementation, structuring concepts, evaluating partnership programs, benchmarking competitors' methods; she also leads training for NGOs on corporate partnerships.



EVA HALPER currently leads Credit Suisse's Global Education Initiative, building and managing partnerships with international non-profits. Eva developed and has since rolled out the Bank's flagship

international skills-based volunteering program, The Global Citizens Program, which offers a leadership development opportunity enabling employees to work with partners abroad.



LIZ HAMBURG is the President and CEO of Taproot Foundation, which drives social change by leading, mobilizing, and engaging professionals in pro bono service. Liz has been an active board member and

advisor to non-profits and social entrepreneurs and has over 20 years of experience starting up and growing innovative businesses both in the U.S. and international markets.



HILARY HANBERRY is the Volunteering Manager for Business in the Community, with over 10 years of experience working closely with both the public and private sectors helping them to

make a positive impact in Northern Ireland communities through their corporate social responsibility. She helps companies to design, deliver and measure the impact of innovative volunteering initiatives.



ULRICH KAISER is an equity sector analyst in the Global Equity Research team at Credit Suisse Private Banking & Wealth Management covering the IT services and software, IT hardware, semiconductor, and

media sectors. He joined Credit Suisse in Zurich in 1993, initially working in Japanese Equity Research. In 1992, he was awarded the Federal Diploma for Financial Analyst and Portfolio Manager (AZEK).



DALIA KAIZERMAN is a senior manager and the manager of volunteering activities of Bank Hapoalim. She has been the director of many branches of the bank, a deputy director general of

Isracard-Mastercard, and a directorate member of Chamber of Commerce Franc - Israel and the Mutual Funds Company of Bank Hapoalim Switzerland.



STEPHAN C. KOCH is the head of UPJ's consultancy and training unit. He has developed UPJ's consultancy products, and has manages consulting and training projects. Stephan supports companies in

developing CSR programs and also helps with its implementation. He developed a training concept combining employee engagement with HR development formats.



FEDERICA LAMMA works with Mondelēz's European HQ and is responsible for the company's corporate and digital European communications. She has experience in organizing PR events, working with and

maintaining strong relationships with NGOs, promoting corporate volunteering month within employees, and supporting the marketing colleagues in creating ad-hoc CRM projects.



CLAUDIA LEIßNER is the Founder and Executive Director of Proboneo, the biggest pro bono agency in Germany. She has experience working as a social innovation manager with a venture philanthropy fund

where she advised nonprofit organizations. Her work with these organizations inspired her to establish Talentspender e.V., a professional pro bono matchmaker, whose activities laid the foundations for Proboneo.



CAROLINA LEITE is a Board Member of GRACE - Group of Reflection and Support to Corporate Citizenship in representation of CH Business Consulting, a non-profit organization that represents

130 companies, making it the biggest CSR association in Portugal. Carolina currently works as the HR Business Unit Director and CSR Director at CH Business Consulting.



CAROLYN LÜÖND is the Senior Manager of Public Affairs for Biogen. In 2010 Carolyn developed and implemented the Corporate Citizenship program for the Zug international HQ. She is

responsible for the company's international CSR activities serving to help affiliates implement global initiatives like Care Deeply Volunteer Day.



MARKUS MADER is the Director-General of the Swiss Red Cross (SRC), which runs programs in Switzerland and in over 30 countries worldwide. He is a member of the Foundation Council of Swiss

Air-Ambulance (Rega) and the SRC Humanitarian Foundation, and sits on the Foundation Councils of Swisscor and Swiss Solidarity. He is also the board member of the Swiss Centre Expertise in Human Rights.



ANJA MEYFARTH is the Location Manager at Joblinge gAG Hanse. She is in charge of operational development and is the main point of contact for the board, the supervisory board, and public authorities.

She is the lead for the Joblinge Team and is also responsible for strategic development of the Joblinge partners in Hamburg.



LAUREN McCOY is the Assistant General Counsel and member of the Senior Leadership Team in Citi's Belfast Legal department. She is also the overall manager of the Markets Legal team in Belfast, a

team of 40 individuals specialising in the negotiation of derivatives related trading documents. Lauren also serves as the Chair of the Belfast CSR Committee.



STUART McLAUGHLIN is the Employee Social Responsibility Manager and EMEA lead for GooglersGive, Google’s employee social responsibility program. His team supports Googlers to use their skills, talents and resources to have an extraordinary impact on themselves and the world. He is also the Chair of the Lewis Glucksman Gallery at UCC.



MANUEL MEISTER currently leads Accenture’s business in the Swiss telecommunications, media and high-tech sector. He has also been managing Accenture Switzerland’s contribution to “Skills-to-Succeed”, the focus of Accenture’s Corporate Citizenship and corporate social responsibility efforts, aiming to equip more than 3 million people globally with the skills to get a job or build a business by 2020.



DIANA MOLINA leads the international partnerships within the International Department of “la Caixa” Banking Foundation. She has been responsible for different programs within the institution from public sensitization and awareness to capacity building for health professionals and entrepreneurs in Africa, always focusing on contributing to improve the lives of the most vulnerable.



HECTOR MUJICA is a Social Responsibility Program Manager at Google. He manages Googler philanthropic engagement for various regions of the United States and Latin America, as well as an array of other philanthropic initiatives and programs. Hector is also the portfolio lead for disaster relief within the GooglersGive team.



WENDY OSBORNE is the National Volunteer Centers Representative for IAVE and is also the CEO of Volunteer Now, the Northern Ireland national volunteer center that helps to recognize, encourage and support the contribution of individuals giving time to enhance the well-being of their communities.



ARMIN PIALEK is a Project Manager at the BMW Foundation Herbert Quandt, coordinating the cooperation with the Taproot Foundation in New York and San Francisco. The aim is to bring professional Pro Bono Services to Germany and support the Global Pro Bono Network. Armin also supports international expansion and manages the relationship with Mitost in Russia.



WILLY PILLINGER is the Owner and Managing Director at xcelerate GmbH, a consulting firm in Switzerland. Prior to xcelerate, he was a partner and board member with Accenture (Switzerland) for over ten years. He also acted as a senior member of Accenture Development Partnerships, a global organization supporting the non-profit sector and corporate intrapreneur activities.



KARIN REITER is the Group Corporate Responsibility Manager and the Manager of Z Zurich Foundation at Zurich Insurance Company Ltd. She leads the development and implementation of a best practice Group community investment (CI) strategy as well as the operational management of Z Zurich Foundation.



MICHAEL REGNET is the Community Engagement Manager at Allianz SE and is responsible for companywide citizen activities with a special focus on Corporate Volunteering and the network

of social partners including Allianz foundations. He manages the "Social OPEX" program, which offers pro bono quality management for social entrepreneurs worldwide.



LUKAS SALLMANN is the Head of Marketing & Communication Department at Swiss Red Cross (SRC), Bern. He is responsible for positioning the SRC as a competent, sustainable,

trustworthy, multifaceted relief organization, ensuring innovative, competitive and broad-based fundraising, and promoting the fundamental principles SRC.



SUE STEPHENSON is a Corporate Social Responsibility executive with The Ritz-Carlton Hotel Company, leads the strategic development and execution of the Community Footprints social and

environmental responsibility program. Sue is charged with expanding the company's global social impact efforts through initiatives focused on child well-being, hunger and poverty relief, and environmental responsibility.



DIANE SOLINGER is the Manager of Employee Social Responsibility. She manages the GooglersGive team, which is dedicated to helping Googlers volunteer and give around the globe. Diana has 25

years of experience in the nonprofit sector, prior to joining Google. She has worked with hundreds of companies to design, implement and enhance their CSR programs.



SHARON TAL is the CEO of Ruach Tova. Established in 2003, Ruach Tova promotes various initiatives aimed to improve social cohesion and involvement in Israel. The NGO is a one-stop shop for

volunteering in Israel, serving individuals, groups and corporations, it is the organizer of the annual and global Good Deeds Day as well as the local branch of a global educational program - Design for Change.



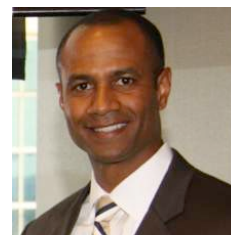
ÖZGÜR ERDEM UZUN is the Patient Relations and Brand Communications Executive in GSK Turkey. He has 2 years of experience working in the patient relations field within the pharmaceuticals industry. He

also has experience in brand communications, corporate communications, social responsibility, relationship management with NGOs and crisis communications fields.



HANNAH VAN BASSHUYSEN is a project manager in Corporate Responsibility with AUDI AG and leads all regional corporate volunteering projects. Her master's thesis focused on

Corporate Social Responsibility (CSR) communication as a crucial factor in the internationalization of companies, within the context of the development of Audi's newest plant in Mexico.



HARRY WILSON is the Europe Region Compensation and Benefits Manager for UPS. Harry began working with UPS in 1988 as a part time Loader/Un-loader and has since moved up to hold

multiple positions in Human Resources. Prior to his position as the Compensations and Benefits Manager, he was the Director of HR for UPS's Mid-South District.



LUTZ ZIOB is the Dean of the 4Afrika Academy, part of Microsoft's 4Afrika program through which the company actively engages in Africa's economic development to improve its global competitiveness. A multi-year initiative, the program aims to accelerate growth in Africa through technology and believes Africa an also accelerate technology for the world.



WE ARE PLEASED TO WELCOME MEMBERS OF IAVE'S GLOBAL CORPORATE VOLUNTEER COUNCIL TO THIS YEAR'S EUROPEAN CONFERENCE ON CORPORATE VOLUNTEERING

C&A
Credit Suisse
EMC²
Google
HSBC
IBM

Medtronic
Microsoft
Mondelēz
Monsanto
Novo Nordisk
Ritz-Carlton

RBC
Samsung
Telefonica
UBS
UPS



SAVE THE DATE

NOVEMBER 7-10 2016

We are pleased to announce IAVE's 24th WORLD VOLUNTEER CONFERENCE

MEXICO CITY, MEXICO

Join us November 2016 for our 24th World Volunteer Conference in Mexico City, hosted by Centro Mexicano para la Filantropía A.C. (CEMEFI).

Take advantage of this exciting opportunity to meet other volunteer leaders from around the world, grow your network, develop your skills, and learn about emerging innovations and best practices in global volunteering.

SIGN UP TO GET UPDATES: IAVE.ORG/MEXICO2016



Supporting great causes:
a commitment that's
as much a part of UPS
as our brown trucks.

UPS is proud to support **IAVE**.

ups.com

© 2015 United Parcel Service of America, Inc. UPS, the UPS logo, and the color brown are trademarks of United Parcel Service of America, Inc. All rights reserved.



REDEFINE OUR FUTURE

At EMC, success comes from creating technology which enables organizations to redefine their future—and from sharing that success by supporting a range of educational, cultural, and social programs in our community.

EMC is proud to be a season sponsor of the IAVE Europe Corporate Volunteer Conference.

Learn more at emc.com.

EMC²

EMC², EMC, and the EMC logo are registered trademarks or trademarks of EMC Corporation in the United States and other countries. © Copyright 2014 EMC Corporation. All rights reserved. 344423

COOPERATING ORGANIZATIONS

Many thanks for your support in promoting the conference.



United Kingdom



Israel



Romania



United Kingdom



Bulgaria



Hungary



Switzerland



Germany



Germany



Portugal



Northern Ireland



Russia



United Kingdom



Northern Ireland

**EUROPEAN CONFERENCE
ON CORPORATE VOLUNTEERING**



International Association for Volunteer Effort

