



European Academy
for Taxes, Economics & Law

International Practical Seminar

Stress Management and Burnout Prevention in Public Sector Organisations

Evidence Based Instruments for Detection • Successful Reintegration
Programmes • Evaluation of Effectiveness of Stress Management Strategies

18th – 19th May 2017, Berlin

With experts from:

- Council of Europe, Directorate of Human Resources, Head of Performance & Well-Being
- European Social and Economic Committee, Directorate Human Resources and Internal Services, Director
- European Investment Bank, Employee Relations, Organisational Health Officer
- National Health Service Scotland, Director Work and Health, United Kingdom
- Swiss State Secretariat for Economic Affairs SECO, Occupational Health Section, Head of Section, Switzerland
- Office of the Prime Minister, Employee Support Programme Unit Co-Ordinator, Malta

Stress Management and Burnout Prevention in Public Sector Organisations

Burnout and Mental Health Problems Are on the Rise amongst Public Sector Employees

The labour market has changed drastically in recent years. Restructuring, information technology and “limitless work” have introduced new challenges for organisations and individuals – not only in the private, but also in the public sector: Stress and burnout is as common among senior management in the public as it is in the private sector. The occupational risk of stress-related illnesses in many public sector jobs even surpasses that of the private sector. The importance of stress management and burn out prevention is becoming more prominent. Nevertheless, many public organisations have not yet implemented a comprehensive prevention strategy.

On an organisational level, the effects of burnout can be devastating: Too many requests for time off, back and neck pain, poor performance, disability claims, alcoholism, drug abuse, strokes and heart attacks. You do not need any survey to know that burnout costs public sector entities all over the world billions in health claims, loss of productivity and absenteeism. Management and Human Resources departments need to face this challenge and ask themselves:

- Is there an adequate stress management and burn out prevention strategy in place?
- Does our organisation’s work culture address these issues, or is it even a contributing factor?
- How can we reduce the incidents of burn-out and other stress-related illnesses?
- How do we most-effectively manage the return-to-work process and reintegrate employees after long absences?

Face the Challenge Head on and Learn from the Best!

Some organisations have taken a forerunner position and can present their experience with the implementation of their strategy – and its outcomes. Research in the field of occupational health also is able to provide insight as to the cornerstones of an effective prevention strategy. This international practical seminar will present the best strategies and tools for stress management and burnout prevention in public sector entities. It will show the participants how to effectively

- find the right stress management and burnout prevention strategy for their organisation and integrate it into their overall employee health strategy
- use evidence based instruments for the detection of stress-associated problems to target employees at risk of stress/burnout within the workforce
- evaluate the benefit of stress management strategies for their organisation
- create reintegration programs and help persons (who suffered burnout) achieve a successful return to work
- use coaching to target stress management
- build and maintain a healthy work environment
- benefit from experiences (on stress and burnout prevention) gathered in the private sector
- bring about cultural changes in their organisation and create a culture of resilience

Who is this international practical seminar for?

Directors, Heads of Human Resources, Experts, Managers, and other members of staff responsible for the promotion of health at the workplace from:

- International Organisations
- European Agencies and Institutions
- Universities and Research Institutes
- Public Health Services and (University) Hospitals
- National and Regional Ministries
- Executive Agencies
- Police Force and Fire Brigade
- City Councils & Communities
- Public Companies
- Central Banks, Public Banks
- Workers’ Unions
- Employer’s associations
- Health Insurance Providers





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What will you learn at this seminar?

- How to find the right stress management and burnout prevention strategy for my organisation and integrate it into my overall employee health strategy
- Which best cases on the successful development and implementation of stress management and burnout prevention in public institutions exist and what can be learnt from them?
- How to effectively benefit from experiences (on stress and burnout prevention) gathered in the private sector
- How to bring about cultural changes in your organisation and create a culture of resilience
- How to detect stress-related problems within your organisation
- Which evidence based instruments for the detection of stress-associated problems can be used to target the workers at risk of stress/burnout within the workforce?
- How to effectively evaluate the benefit of stress management strategies for your organisation
- How to create reintegration programs and help persons (who suffered burnout) achieve a successful return to work

“Very interesting, high level of quality and participants.”

Masterclass: Good Governance for Public Institutions & Administration

This Seminar is a Masterclass seminar for the „Masterclass Good Governance for Public Institutions & Administration“.

For further Information, [please click here.](#)

Your benefits

- Have a healthier staff and reduce levels of sickness absence
- Improve your organisation’s overall performance with resilient and motivated employees
- Convince your management of your instruments’ effectiveness by providing evidence-based results
- Introduce a culture of resilience for effectively preventing stress and burnout
- Gain new ideas and profit from the opportunity to network and exchange with peers from the public sector



Stress Management and Burnout Prevention in Public Sector Organisations

8.30-9.00

Registration and Handout of Seminar Documents

9.00-9.05

Opening Remarks from the European Academy for Taxes, Economics & Law

9.05-9.30

Welcome Note from the Chair and Round of Introductions

9.30-10.15

Best Case: The Development of a Stress Management and Burnout Prevention Strategy

- Main causes of stress at work identified in the Council of Europe
- Experience gained from wellbeing & engagement surveys
- How to raise awareness and promote understanding of what stress and burnout are?
- Concrete follow-up actions for managers and staff
- Towards a stress management and burnout prevention strategy

Renée Moritz, Head of Performance & Well-Being, Directorate of Human Resources, Council of Europe

10.15-10.30

Discussion Round

10.30-11.00

Coffee Break and Networking Opportunity

11.00-11.45

Best Practice: Tackling Stress and Burnout through an Integrated Approach to Fair Work and Wellbeing

- Stress and burnout in the context of wellbeing and inequality
- Scottish Government Fair Work Framework and workplace health and wellbeing
- Public health approach to stress and burnout – mitigate, prevent, undo
- Practical tools to identify and tackle workplace stress
- Supporting retention and return to work
- Where next for Scotland

Steve Bell, Director Work and Health, NHS Scotland

11.45-12.00

Discussion Round

12.00-12.45

Best Case: How to Find the Right Stress Management and Burnout Prevention Strategy for my Public Sector Organisation and Integrate it into my Overall Employee Health Strategy

- Experience of the Maltese Public Sector in the adoption of the 3 tier level of intervention (primary, secondary and tertiary interventions)
- The experience of our current programme
- Organisational approach to stress management (proactive vs. reactive approach)
- Psychosocial risk assessments to identify areas within the organisation that are causing stress and to develop a plan of action to address those stressors
- Importance of early identification of burnout symptoms and the provision of appropriate treatment
- Return to work

Stelmart Khalil, Employee Support Programme Unit Co-Ordinator, Office of the Prime Minister, Malta

12.45-13.00

Discussion Round

13.00-14.15

Lunch Break and Networking Opportunity

“Peer exchange.”

“Solving the burnout case.”



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Workshop

14.15-15.45

The Role of Coaching in Managing Stress and Preventing Burnout

The workshop will provide participants the opportunity to reflect upon and discuss their own professional experiences of dealing with stress and burnout, and to consider the value of coaching in dealing with what appears to be a growing issue in today's workplace.

Coaching in context

'Stress' vs 'Burnout.'

Potential coaching Interventions

The role of line managers

A brief case study in good practice

Reflections and discussion

**Steve Bell, Director Work and Health,
NHS Scotland**

15.45-16.15

Coffee Break and Networking Opportunity

16.15-17.00

Workplace Pressure – A Force for Stress and Burnout or Employee Growth and Development

- Introducing a simple model to help understand the role of perception in the response to pressure and the stress/growth outcomes
- Gaining clarity on the root causes of stress in your organisation
- Mechanisms to measure the right things – choosing appropriate indicators
- Encouraging personal responsibility for worker and line management responses to pressure
- Measuring the effectiveness of small step changes
- The role of senior leadership in building a culture for resilience

**Lesley Cooper, Founder, WorkingWell,
United Kingdom**

17.00-17.15

Discussion Round

17.15

End of Day One

Get-Together Reception

Following the first day of the seminar, we invite you to join us at our evening reception and let the day end with an enjoyable get-together.

"Well-organised."



Stress Management and Burnout Prevention in Public Sector Organisations

8.30-8.45

Welcome Note from the Chair

Dr Margaret Graf, Head of Section,
Federal Department of Economic Affairs,
Education and Research WBF;
State Secretariat for Economic Affairs SECO,
Occupational Health Section, Switzerland

8.45-9.30

Best Practice: Building and Preserving a Healthy Working Environment in an International Institution: The Case of the European Economic and Social Committee

- The European Civil service
 - Specific challenges: multilingualism, multiculturalism, expatriation
- The European Economic and Social Committee: size, composition, organisational aspects
- Factors of risk (internal and external)
- Objectives
- Actions taken
- Prospects

Gianluca Brunetti, Director of Human Resources and Internal Services, European Economic and Social Committee (EESC)

9.30-9.45

Discussion Round

Workshop

9.45-11.15

How Much Stress is Acceptable? How to Recognize Warning Signs and Detect Stress-Related Problems within Your Organisation

In this workshop, participants will have the possibility to discuss in groups how to spot warning signs and identify sources of stress within their own organisational structures.

Methods to detect stress-associated problems

Cost-effectiveness of various methods

One size does not fit all for stress detection

What signs could be easily found in our organisations?

How do I tell if I should take them seriously?

- Presentation and introduction to the workshop
- Interactive group work
- Presentation of group work results
- Discussion of group work results

Dr Margaret Graf, Head of Section, Federal Department of Economic Affairs, Education and Research WBF; State Secretariat for Economic Affairs SECO, Occupational Health Section, Switzerland

11.15-11.45

Coffee Break and Networking Opportunity

“Interesting.”

“Very good start into a vast topic that becomes more and more important for staff.”



11.45-13.15

Best Practice: How to Help Employees Achieve a Successful Return-to-Work after Longterm Sick Leave?

- Work and health: research data
- Challenges related to the reintegration of staff after long term sick leave – focus on burnout and other related mental disorders
- Common challenges due to the disconnection between medical and business professionals, and stigma around mental diseases
- Best practices on successful reintegration
- New process developed at the EIB: a return to work process involving all stakeholders
- The pivotal role of the manager in a successful reintegration
- Success stories 18 months after implementation and lessons learnt

**Emilia Tai, Organisational Health Officer,
Employee Relations, European Investment Bank**

13.15-14.15

Lunch Break and Networking Opportunity

14.15-15.00

How to Evaluate Stress Prevention Programs: Swiss Studies on the Effectiveness of Stress Prevention

- Swiss Government Studies on Stress at the Workplace
- Intervention Studies on specific prevention methods
- The Evaluation of the Effectiveness of Labour Inspection
- Perceptions about stress and practices of Swiss employers
- Reintegration of people with mental health difficulties?
- Recommendations for the future

**Dr Margaret Graf, Head of Section,
Federal Department of Economic Affairs,
Education and Research WBF; State Secretariat for
Economic Affairs SECO, Occupational Health Section,
Switzerland**

15.00-15.15

Discussion Round

15.15

End of Seminar and Handout of Certificates

“Good opportunity to exchange ideas with others from other organisations.”

Stress Management and Burnout Prevention in Public Sector Organisations



Renée Moritz

Head of Performance & Well-Being, Directorate of Human Resources, Council of Europe

Since 2006, Renée Moritz has advised staff on career development, mobility, training and performance, and has implemented the equal opportunities policy and the human-dignity and non-discrimination policy within the Council of Europe. As Head of Performance & Well-Being, she supervises the implementation of the well-being policy and is member of the appointments boards. Renée Moritz has successfully set up an Equality and Diversity Prize for the Council of Europe and launched a mentoring programme. Her Performance & Well-Being Section conducted two well-being surveys and organised a stress prevention campaign recently. In addition, she set up a Well-Being Network composed of the medical health team, the welfare officer, confidential counsellors, independent mediators and staff representatives.



Gianluca Brunetti

Director of Human Resources and Internal Services, European Economic and Social Committee (EESC)

Gianluca Brunetti is the Director of Human Resources and Internal Services at the European Economic and Social Committee. He was appointed to this post in 2010. During his career, he has gained in-depth knowledge of the inner workings of different EU institutions and organisations. From 2004 to 2010, he was namely the Head of Unit for Internal Organisation and Human Resources Planning at the European Parliament. Previously, he held various positions at the European Parliament and the Council of Europe.



Emilia Tai

Organisational Health Officer, Employee Relations, European Investment Bank

Emilia Tai is an Organisational Health Officer at the European Investment Bank (EIB). In her role, she contributes to the development, implementation and communication of organisational health policies and procedures. Before joining the EIB, Emilia Tai was a Health Project Manager in a major industrial group, where she led worldwide projects in the fields of Public, Environmental and Occupational Health as well as health and safety cultural change management initiatives. Besides health policy and standard definition and implementation, she was specialised in continuous improvement initiatives in health management for the whole group.



Steve Bell

Director for Health and Work, NHS Health Scotland

Steve Bell is Director for Health and Work with NHS Health Scotland, the national NHS Board in Scotland charged with leadership for tackling health inequality and improving health. As such, he carries responsibilities for health, safety and wellbeing at work, Fair Work and income. Initially joining NHS Health Scotland in 2005 as Strategic Director of the then new Scottish Centre for Healthy Working Lives, something that remains within his now broader remit, he worked for the previous 13 years in a range of Health Improvement roles, latterly as Health Promotion Manager with NHS Highland. In all, he has some 25 years experience in the field of Health and Work. He is a member of the Partnership for Health and Safety in Scotland (PHASS), the Fit For Work Scotland Programme Board and is an unpaid Director of the European Network for Workplace Health Foundation. An active internal coach within NHS Health Scotland and member of the Scottish Coaching Collaborative (which provides coaching support across the wider Scottish Public Sector), he is a Member of the European Mentoring and Coaching Council and has a research interest in coaching, stress and resilience.



Dr Margaret Graf

Head of Section, Federal Department of Economic Affairs, Education and Research WBF; State Secretariat for Economic Affairs SECO, Occupational Health Section, Switzerland

Dr Margaret Graf is a certified European Ergonomist with a background in psychology and physiology. Her professional life has been dedicated to health protection at the workplace and she gained experience in private industry and research at the Swiss Federal Institute of Technology (ETH). For the last decade she has been Head of the Swiss Government Competence Centre for Occupational Health Protection within the State Secretariat for Economic Affairs, Department of Labour. She has worked in Australia and Switzerland as well as on several international committees, including the European Agency for Safety and Health at Work focal point network. Her group has run a number of studies over the last two decades on various matters related to the prevention of psychosocial stressors at work. The results of these studies are used to guide health prevention strategies at national level and support the work of the labour inspectors.



Stelmart Khalil

Employee Support Programme Unit Co-Ordinator, Office of the Prime Minister, Malta

Stelmart Khalil is a psychotherapist and has been involved in the area of mental health and employment for the past eight years. She is currently the Coordinator of the Employee Support Unit within the Office of the Prime Minister in Malta. She is responsible for the development of the employee wellbeing services for public employees across all ministries, departments and entities within the Public Administration. The Employee Support Unit addresses employee wellbeing issues through management training, awareness sessions as well through individual psychological support.



Lesley Cooper

Founder, WorkingWell Limited, United Kingdom

Lesley Cooper, the founder of WorkingWell Limited, is a Health Management Consultant with a broad business background. She has over 20 years' experience in the design and delivery of all elements of pressure management programmes – specifically diagnostics, building manager and team engagement with the process, delivery of team led action plans and leadership development to create a culture of healthy high performance. Lesley Cooper is a regular speaker, both in the UK and overseas, on the subjects of occupational stress, team and personal resilience, energy management and managing pressure for sustainable high performance. She is co-author with Dr Stephen Williams of “Dangerous Waters – Strategies for Improving Wellbeing at Work”. She has also contributed to a number of TV and Radio programmes on the subject of employee wellbeing and is a full member of the International Stress Management Association.

ORGANISATIONAL MATTERS

Stress Management and Burnout Prevention in Public Sector Organisations

Date of Event

18th – 19th May 2017

Booking Number

S-1511 MC4

Event Language

The event language will be English.

Early booking price valid until the 10th of March 2017:

989,- Euro excl. German VAT (19%)

Normal price from the 11th of March 2017:

1.289,- Euro excl. German VAT (19%)

The above price covers the following:

- Admission to the seminar
- Hand-out documents
- Seminar certificate, if seminar fully attended
- Soft drinks and coffee/tea on both event days
- Lunch on both event days

Upon request you can receive a **digital version** of the seminar documents after the event for **60,- Euro excl. German VAT (19%)** in addition to the seminar.

BOOKING

E-mail: booking@euroacad.eu

Phone: +49 (0)30 80 20 802 0

Fax: +49 (0)30 80 20 802 2250

For online booking please visit our website: www.euroacad.eu

Contact

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(Programme is subject to alterations)

Event Location

Scandic Berlin Kurfürstendamm

Augsburger Straße 5

10789 Berlin, Germany

Internet: www.scandichotels.de

Please make reservations only on the hotel's website (www.scandichotels.de), if you would like to make use of a limited room allotment in the event hotel. Use the booking code of the European Academy of Taxation, Economics and Law: **D000038624**. Of course you can also choose a different hotel for your stay.



BOOKING

E-mail: booking@euroacad.eu
 Phone: +49 (0)30 802080-20
 Fax: +49 (0)30 802080-22 250
 For online booking please visit
 our website: www.euroacad.eu



European Academy
 for Taxes, Economics & Law

Booking

Booking Number: S-1511 MC4 (DMW)

18th - 19th May 2017, Berlin

Herewith we register the following persons for the International Practical Seminar: "Stress Management and Burnout Prevention in Public Sector Organisations".

Delegate 1

First name _____	Phone _____
Last name _____	Fax _____
Your organisation _____	E-mail _____
Department _____	<input type="checkbox"/> I hereby order the digital version of the seminar documents (fee required) in addition to the seminar.
Unit _____	
Job position _____	
Street _____	
Postcode/City _____	
Country _____	

Delegate 2

First name _____	Phone _____
Last name _____	Fax _____
Your organisation _____	E-mail _____
Department _____	<input type="checkbox"/> I hereby order the digital version of the seminar documents (fee required) in addition to the seminar.
Unit _____	
Job position _____	
Street _____	
Postcode/City _____	
Country _____	

Invoice Organisation

First name _____	Street _____
Last name _____	Postcode/City _____
Your Organisation _____	Country _____
Department _____	Phone _____
Unit _____	Fax _____
Job Position _____	
E-mail _____	

With my signature I confirm my registration and accept the General Terms and Conditions as legally binding.

I herewith agree to receive further information from the European Academy for Taxes, Economics & Law

In case of registration of more than one delegate do you prefer:

Single invoice? Collective invoice?

NOTE

Only Valid with Signature and Stamp.

Place, Date _____

Authorised Signature and Stamp _____

Terms & Conditions for Conferences, Seminars and other Training Courses

for the offer of European Academy for Taxes, Economics & Law

§ 1 Scope – Subject of contract - Contractor

- (1) The GTC apply to the participation in all training activities such as courses, seminars, workshops, trainings („Event“) offered and conducted by European Academy for Taxes, Economics & Law („EA“) including all goods and related services, unless otherwise agreed, e.g. by agreeing on special conditions.
- (2) Legal provider of services from EA and the sole contractor of all services is Brauner Klingenberg GmbH represented by the Managing Director Christoph Brauner Leipziger Straße 9 in 10178 Berlin, Germany, registered with the local register court of Charlottenburg, HRB 15132B.
- (3) EA provides its services exclusively to entrepreneurs in the meaning of section 14 of the German civil code (BGB), legal entities of public law and to public-law special funds („Customer“). Only those persons become contractors of EA. The persons that have been designated and registered by a Customer for an Event („Participants“) do not become contractors of EA. The offer is not directed to consumers.
- (4) These GTC apply exclusively; EA does not accept any conflicting or deviating terms and conditions of Customers, unless EA has agreed explicitly to them in writing. These GTC apply also if EA renders its services unconditionally in knowledge of conflicting or deviating terms and conditions of Customers.

§ 2 Offer - Registration - Contracting

- (1) The Customer can register for Events via the booking form on the internet, mail, fax or email. A booking is accepted and a legally binding contract is entered if EA accepts explicitly the registration of the Customer or does not reject the booking within seven days after receipt of the completed and signed booking form in writing. The contract becomes legally binding at the latest once the full booking fee has been credited on the bank account of EA. In addition, EA will confirm the booking to the Customer by email. A partial booking is only possible if parts of an Event have been declared partially bookable.
- (2) Registrations are always handled in the order of receipt. If one booking cannot be considered, the relevant Customer will be informed promptly.

§ 3 Service of EA

- (1) Content, extent, duration and other details of the Event and the services are set forth in the publications of EA on the Events and are the basis for the booking of the Customer.
- (2) The event fee is per person and event date. It includes - as far as announced – the event documents, lunch and beverages. Furthermore, the issuance of a participation certificate is included. Hotel accommodation / overnight stay / travel arrangements are not included.

§ 4 Event fee and charges – Payment conditions – Set-off

- (1) Unless agreed otherwise, the event fees set forth in the publications on the Events apply. Furthermore, EA may charge additional charges for additional services as incurred (e.g. handling of visa invitations, changes to invoices, mailing of invoices, etc.) according to the price list published on the website of EA at the time the contract is concluded. VAT applicable on the day of invoicing must be added to all prices.
- (2) The Customer is obliged to pay the agreed fee and any additional charges in advance, i.e. before the start of an Event. Invoices are due immediately upon receipt without any deduction. Invoices are sent electronically. A Customer who does not make the payment within seven days after the due date is in default. If a Customer is in default, EA is entitled to charge interest in the amount of 8% above the base rate fixed by the European Central Bank. If EA proves a higher amount of damage caused by the delay of payment, EA may assert a claim for such higher amount.
- (3) Instalments are accepted only in exceptional cases and only based on an individual written agreement. Payments shall only be made based on invoices or made by wire transfer. Cash or credit card payments are accepted only if previously agreed by EA. Payments by bill / check will not be accepted.
- (5) A set-off by the Customer is only possible with claims that have been awarded by a final court judgment, have been recognized by EA or are directly linked to the main claim of EA.
- (6) A settlement via credit card on the website is carried out by: HUELLEMANN & STRAUSS ONLINE SERVICES S.à r.l. ; 1, Place du Marché; L-6755 Grevenmacher; R.C.S. Luxembourg B 144133; email: info@hso-services.com; managing director: Ramona Spies Heiko Strauss. This does not apply for credit card payments made over the phone.

§ 5 Withdrawal by the Customer - Cancellation

- (1) Cancellations must be made in writing or in text form. For a cancellation more than 30 days before the Event, a processing fee of 80.00 € plus VAT is due immediately. The remaining conference fee after deduction of the processing fee will be refunded. For a cancellation more than two weeks before the Event 50% of the event fee and additional charges plus VAT have to be paid by the Customer. In case of a no show or cancellation within a period of two weeks before the Event, the full fee for the Event plus VAT is due and payable. The Customer is free to prove that the damage caused to EA was smaller or did not exist. EA accepts substitute Participants at no additional cost replacing the originally registered Participant if EA is informed of the substitution at least three days prior to the Event.
- (2) A partial / daily cancellation of an Event and a substitution for a part of the Event or on a daily basis is not possible.
- (3) If the event fee including any additional charges is not paid on the day of the Event or can the payment not be clearly proved, EA can exclude the relevant Participant from the Event. Nonetheless, the event fee remains due immediately and can be claimed by EA by enforcement or in court proceedings.

§ 6 Cancellation / Changes by the organiser / Exclusion of participants from the Event

- (1) EA is entitled to withdraw from the contract for cause, irrespective of other reasons, in particular if:
 - there are not sufficient registrations for an Event; or
 - the Event has to be cancelled due to reasons that are not under the control of EA (e.g. force majeure, strike, due to absence of a speaker, disruptions at the venue).In the aforementioned cases all paid participation fees will be fully refunded. EA will inform Customers as early as possible in such cases. A cancellation due to an insufficient number of registrations will be communicated by no later than two weeks before the Event.
- (2) Claims for damages of Participants are excluded in those cases, unless such costs are incurred due to gross negligence or wilful conduct on the part of EA or its agents. In case of disruption of its services, EA commits to undertake all reasonable measures to contribute to remedying or limiting the disruption. Should EA reimburse travel expenses in certain cases out of goodwill, this shall constitute an exception.
- (3) EA reserves the right to substitute speakers by others and make any necessary changes to the Event program or to relocate the venue while maintaining the overall character of the Event as required.

§ 7 Copyrights, Privacy policy and Lists

- (1) The documentation/records distributed at the Event are protected by copyright. Copying, dissemination or any other commercial use or commercial exploitation of the documentation - including excerpts - is permitted only with the express written consent of EA. Participants may not take any pictures or make audio and/or video recordings of the Events without the express written consent of EA. EA reserves all rights.
- (2) The names of the Participants and the Customers including their addresses can be made available to the other Participants and be communicated (including the relevant addresses) to a company responsible for the mail delivery. Customers or Participants have no right to claim the handover of the list of Participants of the visited Event.
- (3) Customer and Participant agree to the recording (video, photo, audio etc.) of their person at an Event and consent that these recordings may be used, exploited and/or published by EA.
- (4) The privacy policy published on the website of EA applies. Besides, the statutory provisions apply.

§ 8 Liability

- (1) The Events are carefully prepared and performed by qualified speakers. EA accepts no liability for being up-to-date, the accuracy and the completeness with respect to the documentation distributed at the Event and the conduct of the Event and/or any other contents of the Events, provided that there is no intention or gross negligence of EA or its agents.
- (2) Our liability for breach of contract and for tort is limited to intent and gross negligence. This does not apply to injury to life, limb or health of a Participant, or claims regarding the breach of cardinal obligations, i.e. of obligations arising from the nature of the contract, breach of obligations that endangers the purpose of the contract, or a damage caused by delay (section 286 BGB). In that regard, EA is liable for every degree of fault. As far as damage does not result from injury to life, limb or health of the Customer, EA is only liable for typical damages.

§ 9 Place of performance – Choice of law – Jurisdiction – Miscellaneous

- (1) If the agreement provides for nothing else, the location of payment is the registered office of EA in Berlin. The location of performance is Berlin.
- (2) The law of the Federal Republic of Germany shall apply to this agreement. The application of the United Nations Convention on Contracts for the International Sale of Goods (CISG) is excluded.
- (3) Agreements with entrepreneurs, legal entities of public law and to public-law special funds are subject to the exclusive jurisdiction of the competent court for our registered place of business. EA may also sue the Customer at its general place of jurisdiction.
- (4) All legally relevant declarations and notifications which the Customer makes vis-à-vis EA or a third party shall require text form or be made in writing, unless otherwise provided in these GTC.