



**DISABILITY  
MATTERS**

A SPRINGBOARD CONSULTING EVENT

TM

# DISABILITY MATTERS EUROPE

**Conference &  
Awards Ceremony**  
March 26 & 27, 2012  
Paris, France

**SUCCESS BEGINS WITH YOU!**



L'ORÉAL



**SPRINGBOARD CONSULTING**  
*dive in with precision*

From everyone at Springboard Consulting, a heartfelt congratulations to our 2012 Disability Matters Europe honorees! Without you and your dedication to the disability community, there would be no reason to celebrate.

**The 2012 Honorees**

*MARKETPLACE AWARD*

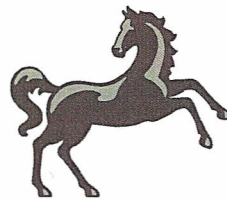


*WORKFORCE AWARD*

**DELTA HOLDING**

*WORKPLACE AWARD*

LLOYDS  
BANKING  
GROUP





- : Leader in digital and interactive communications
- : No. 2 worldwide in media buying and consulting, and No. 1 in the US
- : No. 1 in digital media operations (RECMA)
- : Worldwide leader in healthcare communications
- : No. 1 in Creative Performance in The Gunn Report since 2004
- : 53,000 employees present in 109 countries on 5 continents



**PUBLICIS GROUPE**

*Viva la Difference !*

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VivaKi • Starcom MediaVest Group • ZenithOptimedia • Digitas • Razorfish  
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## Welcome

Welcome to Springboard Consulting's Inaugural European Disability Matters Conference & Awards Ceremony. We are so pleased to offer this most important event that focuses on the inspiration, education, celebration and networking of/for those companies that aim to become employers and suppliers of choice of individuals with disabilities and their families.

We are incredibly honored to be celebrating with our award winners, all of whom are dedicated to changing their organizations perspective about people with disabilities and their families as employees and consumers. The passion and dedication of all our honorees, to high standards for this most important work, inspires employees and consumers alike.

An event of this magnitude could not happen without our esteemed presenters, our incredible Hosts, Publicis Groupe, L'Oréal and Adecco Group and our event partner, AFMD. In supporting this event, you are more than just sponsors, you are our friends. A very special thank you goes out to each and every one of you.

Nadine



Nadine O. Vogel  
Founder & President  
Springboard Consulting, LLC

# Agenda

The 2012 - Inaugural Disability Matters Europe

Awards Banquet & Conference

Publicis Groupe, 133 avenue des Champs Elysees, Paris, France

<b>Monday, March 26, 2012</b>	
18:30 pm – 19:30 pm	<b>Welcome Reception</b> (Sponsors and Invited Guests)
<b>Tuesday, March 27, 2012</b>	
08:00 am – 8:45 am	<b>Registration, Continental Breakfast</b>
08:45 am – 9:15 am	<p><b>Welcome &amp; Opening Remarks</b>  <u>Speakers:</u></p> <ul style="list-style-type: none"> <li>Nadine Vogel - Springboard Consulting</li> <li>Eve Magnant - Publicis Groupe</li> </ul>
09:15 am – 10:30am	<p><b>Workforce Panel</b>  <u>Moderator:</u> Lois Cooper - Adecco Group NA  <u>Speakers:</u></p> <ul style="list-style-type: none"> <li>Jelena Krstovic - Delta Holding, Honoree</li> <li>Florence Gravellier – Paralympics Bronze Medal Winner</li> <li>Claire Le Roy-Hatala - Sociologist</li> <li>Boris Bertin - Accompagner la Réalisation des Projets d'Études de Jeunes Élèves et Étudiants Handicapés (ARPEJEH)</li> </ul>
10:30 am – 10:45 am	Networking Break
10:45 am – 12:00 pm	<p><b>Workplace Panel</b>  <u>Moderator:</u> Bruce Roch - Association Française des Managers de la Diversité (AFMD)  <u>Speakers:</u></p> <ul style="list-style-type: none"> <li>Graeme Whippy - Lloyds Banking Group, Honoree</li> <li>Dr. Nasser Siabi - Microlink PC Ltd, Honoree</li> <li>Luk Zelderloo – European Association of Service Providers for Persons with Disabilities (EASPD)</li> <li>Ángel Navarro - European Institute for Managing Diversity</li> </ul>
12:00 pm – 12:30 pm	<p><b>Keynote Speaker</b></p> <ul style="list-style-type: none"> <li>Philippe Chabasse - Handicap International</li> </ul> <p><u>Introduction:</u> Eve Magnant - Publicis Groupe</p>
12:30 pm – 13:00 pm	<p><b>Keynote Speaker</b></p> <ul style="list-style-type: none"> <li>Stephen Frost – London Organising Committee of the Olympic Games &amp; Paralympic Games, Ltd.</li> </ul> <p><u>Introduction:</u> Steve Girdler - Adecco</p>
13:00 pm – 14:00 pm	Luncheon
14:00 pm – 14:15 pm	Break
14:15 pm – 15:30 pm	<p><b>Marketplace Panel</b>  <u>Moderator:</u> Rachid Bensahnoune - L'Oréal  <u>Speakers:</u></p> <ul style="list-style-type: none"> <li>Marc Moncet - SFR, Honoree</li> <li>Shadi Abou-Zahra - WAI International Program Office EU Worldwide Web Consortium</li> <li>Roland Dreyfus - Accès Universel</li> </ul>

# Agenda

The 2012 - Inaugural Disability Matters Europe

Awards Banquet & Conference

Publicis Groupe, 133 avenue des Champs Elysees, Paris, France

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15:30 pm – 15:45 pm	<b><u>U.S./Global Best Practices</u></b> <b>Speaker:</b> <ul style="list-style-type: none"><li>• Nadine Vogel - Springboard Consulting</li></ul>
15:45 pm – 16:45 pm	<b><u>Awards Presentation</u></b> <ul style="list-style-type: none"><li>• Announcer: Antoinette Hamilton – L’Oreal</li><li>• Presenter: Nadine Vogel – Springboard Consulting</li></ul>
16:45 pm – 17:15 pm	<ul style="list-style-type: none"><li>• Disability Matters EU 2013</li><li>• Closing Remarks, Survey Completion &amp; Departures</li></ul>

## Speakers

### *Welcome Reception*

Nadine O. Vogel

*Founder & President, Springboard Consulting, LLC*

Eve Magnant

*Vice President, Corporate Social Responsibility Director, Publicis Groupe*

### *Conference Welcome & Opening Remarks*

Nadine O. Vogel

*Founder & President, Springboard Consulting, LLC*

Eve Magnant

*Vice President, Corporate Social Responsibility Director, Publicis Groupe*

### *Workforce Panel*

**Moderator**

Lois Cooper

*Vice President, Corporate Social Responsibility and Inclusion, Adecco Group North America*

**Honoree Presenter**

Jelena Krstović

*Vice President, Corporate Communications, DELTA Holding*

**Panelists**

Florence Gravellier

*Paralympic Bronze Medalist and Responsible for Handicap and Competencies, Adecco*

Claire Le Roy-Hatala

*Sociologist*

Boris Bertin

*Délégué Général, Accompagner la Réalisation des Projets d'Études de Jeunes Élèves et Étudiants Handicapés (ARPEJEH)*

## ***Workplace Panel***

### **Moderator**

**Bruce Roch**

*President and Co-Founder of the French Association of Diversity Managers (AFMD)*

### **Honoree Presenters**

**Graeme Whippy**

*Senior Manager, Group Disability Programme, Lloyds Banking Group*

**Dr. Nasser Siabi**

*Dr. Nasser Siabi, OBE, Microlink PC Ltd.*

### **Panelists**

**Luk Zelderloo**

*Secretary General, European Association of Service Providers for Persons with Disabilities (EASPD)*

**Ángel Navarro**

*Director, Artistas Diversos, European Institute for Managing Diversity*

## ***Keynote Presentation***

### **Introduction**

**Eve Magnant**

*Vice President, Corporate Social Responsibility Director, Publicis Groupe*

### **Keynote Speaker**

**Philippe Chabasse**

*Board Member, Handicap International*



## *Marketplace Panel*

**Moderator**  
L'Oréal

**Honoree Presenters**  
Marc Moncet  
*Director, Massy's Customer Relations Call Centre, SFR Service Client*

**Panelist**  
Shadi Abou-Zahra  
*Activity Lead, W3C Web Accessibility Initiative (WAI)*



## **Accepting For...**

### ***The Workforce Award:***

**DELTA Holding**  
Jelena Krstović, Vice President, Corporate Communications

### ***The Workplace Award:***

**Lloyds Banking Group**  
Graeme Whippy, Senior Manager, Group Disability Programme

**Microlink PC Ltd.**  
Dr. Nasser Siabi, OBE

### ***The Marketplace Award:***

**SFR**  
Marc Moncet, Director, Massy's Customer Relations Call Centre

# Meet the Presenters

## Disability Matters Europe 2012

### Conference & Awards Ceremony

March 27, 2012

Paris, France



# Understanding disabilities. Recognizing abilities.

As the world's largest workforce company, Adecco Group is working hard to make the world we work in reflect the world we live in. We're creating a workplace that transcends borders and barriers, where we can communicate as one, where people are recognized for their abilities and where career goals have no limitations.

**This is our mission, and it's translating into a better world of work for all.  
For more information, please visit our website.**

**Adecco** Group  
North America

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# Comprendre les handicaps. Reconnaître les compétences.

Depuis 1986, le Groupe Adecco s'engage pour faciliter l'intégration des personnes handicapées dans l'emploi en évaluant toutes les compétences. Chaque année, ce sont près de 7000 personnes handicapées qui bénéficient de nos services, en contrat d'intérim ou en recrutement en CDD/CDI. Nous avons développé le premier Espace Emploi Handicap & Compétences qui facilite une approche sur mesure pour les personnes en situation de handicap comme pour les entreprises, et intervenons également sur les problématiques de maintien dans l'emploi. Pour nous, ce sont les compétences qui font la différence.

**Ensemble, bousculons les évidences.**

**Adecco** Groupe  
France

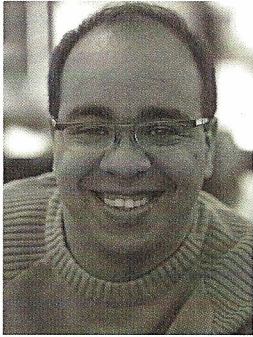
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# L'ORÉAL

We salute the  
success of the  
honorees of  
the **INAUGURAL  
DISABILITY MATTERS  
EUROPE 2012**  
Conference  
and Awards.

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## Shadi Abou-Zahra

*Activity Lead,  
W3C Web Accessibility Initiative  
(WAI)*

Shadi Abou-Zahra works with the W3C Web Accessibility Initiative (WAI) as Activity Lead of the WAI International Program Office, which includes groups

that are responsible for education and outreach, coordination with research, general discussion on web accessibility, coordination with the WAI Technical Activity, and WAI liaisons with other organizations including standards organizations and disability groups. Shadi coordinates WAI outreach in Europe, accessibility evaluation techniques, and international standards promotion and harmonization activities. He is the scientific coordinator of the WAI-ACT Project (IST 287725), chairs the Evaluation and Repair Tools Working Group (ERT WG), is the staff contact of the Research and Development Working Group (RDWG), and participates in the Education and Outreach Working Group (EOWG). Shadi previously also participated as key staff in the WAI-AGE Project (IST 035015) and WAI-TIES Project (IST 038471).

Prior to joining W3C in 2003, Shadi was a lead web developer and managed the design and implementation of web productions, online community platforms, and online games. Shadi also worked as a Web Consultant for the International Data Centre (IDC) of the United Nations Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO), as well as for other international organizations. During his computer science studies, Shadi actively participated in the Austrian student council at the Technical University of Vienna as a representative for students with disabilities, where he advocated for equal opportunities in education and employment.



## Boris Bertin

*Délégué Général,  
Accompagner la Réalisation des  
Projets d'Études de  
Jeunes Élèves et Étudiants  
Handicapés (ARPEJEH)*

Boris Bertin, Delegate General  
ARPEJEH

I developed a strong involvement on the issues of well being, diversity and disability

on the work place as well as performance of organisations during my 8 years teaching labor law at the University and more than 10 years of consulting in human resources. In 2008, I founded ARPEJEH which stands for "Accompagner la Réalisation des Projets d'Études de Jeunes Élèves et Étudiants Handicapés" / "sustain realization of studies projects of young pupils and students with disabilities". Due to my long time involvement with non profit organisations, I was able to quickly gather support for the project and implement means to be of some use for youth with disabilities.

ARPEJEH's mission is to make the study projects of young disabled students achievable. This non profit founded by private and public companies promotes the training and hiring of young with disabilities through actions with pupils (as early as middle school) and later students. ARPEJEH and its members are convinced that better information and support of young disabled students helps them to form a good professional project and allow them to find their place within the professional world.



## Philippe Chabasse

*Board Member,  
Handicap  
International*

Graduated as a medical doctor, Philippe CHABASSE, currently manages a consultancy firm dedicated to improve the relationship between

NGOs and business enterprises.

He has been for 20 years the co-director of the NGO Handicap International. He also acted as Vice President of the French NGO platform Coordination SUD, member of the French Human Rights Commission, President or board member of various institutions representing NGOs at French or European level.

He is a co-founder of the International Campaign to Ban Landmines (ICBL, Nobel Peace Prize 1997) and a former auditor of the French National Institute for Defense Studies.

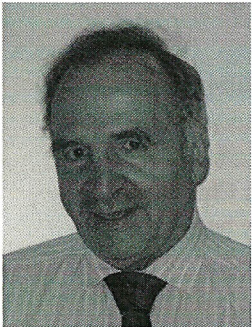
He also gives lectures at the College of Europe in Bruges, Belgium.



## **Rachid Bensahoune**

*HRD Diversities policies and actions  
at the International level,  
L'Oréal*

Rachid was born near Lyon and studied languages and education sciences in Germany. After his degree, he had the opportunity to work during 10 years in different European instances and programmes such as Leonardo, Erasmus, Socrates, Youth, and MEDA 2 in Algeria supporting the reform of the educational system and the Euro Mediterranean foundation Anna Lindh for the dialogue between cultures in Alexandria. In 2006, he joined the L'Oréal group for a new challenge in the human resources area. After being appointed Operational HRD for a warehouse in Paris and HRD in Venezuela, he is, since April 2011, HRD in charge of the L'Oréal Diversities policies and actions at the International level.



## **Roland Dreyfus**

*Président,  
Accès Universel*

"It is essential that every person regardless of his condition could be a full citizen"

After studying Law and Political Sciences in 1972 at age 26, he began his career as Secretary General of Paris Match and is then called to lead the Federation of the Periodical Press and Weekly.

His idea is to create magazines but Imhaus Patrick, President of TV5 at that time, asked to realize the program paper for 140 million viewers and broadcast by the French Ministry of Foreign Affairs in the different consulates.

At the same time it publishes on behalf of "Rock and Folk" (in France and Germany) and "Mega Star" and the French

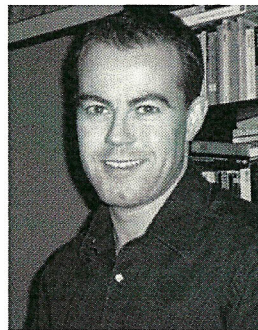
magazine dedicated to Michael Jackson and several other publications. It creates a branch in Los Angeles, coupled with an American colleague, to edit a magazine dedicated to Football Mundial 1994. The weekly has seen a record distribution reaching over a million copies.

Unfortunately in July 1994, he had a car accident that left him immobilized and inactive until 2000. At that time, he became parliamentary assistant which allowed him to learn about specific legislative issues concerning the future European Year of Disabled Persons which he was a representative.

Subsequently, he founded Universal Access; association that aims to eliminate physical and social barriers that may limit a person in his personal and professional activities. The third of the world population is affected.

After organizing two events at the European level (the one in Paris and one in Grenoble, the most accessible city in France) Universal Access prepares the first World Congress of accessibility to UNESCO in Paris in November in 2012. This Congress aims to meet for two days actors and policy makers worldwide that engage in a process of accessibility and universal design.

Human communication, his career has been disrupted by the difficulties he faced. But he hopes to overcome accessibility.



## **Stephen Frost**

*Head of Diversity & Inclusion,  
London Organising Committee  
of the Olympic Games  
and Paralympic Games Ltd.*

Stephen Frost is Head of Diversity and Inclusion for the London Organising Committee of the Olympic Games and Paralympic Games (LOCOG) Ltd. Stephen took up his role on 1 October 2008 after working as Executive Assistant to Chief Executive Paul Deighton.

He is responsible for diversity and inclusion across a 200,000 workforce, £700 million procurement spend, and customer service and accessibility across 57 delivery functions. These range from ticketing, and an 11 million ticket programme, to

venues which will manage 134 separate sites. His team manages a series of recruitment outreach action plans which has achieved unprecedented workforce inclusion. The recently launched LOCOG Diversity and Inclusion Business Charter is setting new standards in supplier diversity and LOCOG became the first organisation in the UK to achieve the Diversity Works for London Gold Standard and Advanced Level of the Equality Standard for Sport.

From 2004-2007 Stephen established and led the workplace team at Stonewall, Europe's largest gay equality organisation. He was responsible for establishing and growing the Diversity Champions programme to over 300 members, ranging from the Royal Navy to Manchester City FC, making it the largest diversity employer forum in the UK. He launched the UK's first lesbian and gay recruitment guide, established the LGBT Leadership programme in conjunction with Harvard University and Henley Management College, and developed the Workplace Equality Index which has become a standard across many leading UK employers.

Stephen started his career in advertising where he worked on disability and age awareness campaigns and has worked in consultancy and communications in the USA, Greece, Tanzania and Israel. He was a Hertford College Scholar at Oxford, a Fulbright Scholar at Harvard and is a Fellow of the Royal Society of Arts. A keen cyclist, Stephen also ran the New York Marathon for Whiz-Kidz charity for disabled children and is a volunteer teacher in an East London night school. He advises the Football Association and HM Government on diversity best practice and is Vice President of the Chartered Institute of Personnel and Development. He was recently elected recipient of the 2010 Peter Robertson Award for Equality and Diversity Champions and in 2011 he was named a Young Global Leader by the World Economic Forum.



## **Steve Girdler**

*Director of London 2012  
Partnership,  
Adecco Group*

Adecco, the largest recruitment company in the world, is a sponsor of and Official Recruitment Services Provider to the Olympic and Paralympic Games. Steve has overall responsibility for Adecco's involvement with London 2012 including the recruitment then outplacement of 2,000 permanent and 5,000 temporary staff; the people who will make the games happen this summer. Recognising the central role Adecco was to play in helping London deliver its commitment to be the most diverse and inclusive Games ever Steve put diversity at the heart of its sponsorship activation using the ground breaking innovations developed with LOCOG to build effective diversity programmes for Adecco and its clients now and after the games. Central to Adecco's commitment to London 2012 and the Olympic movement is the Athlete Career Programme which has already helped over 7,000 athletes globally transition from sport to the workplace and the agreement with the British Paralympic Association was the first of its kind.

Steve's early career was in sales and marketing roles within the professional services and recruitment sectors. He joined Adecco in May 2009 from Kelly Services where he was Director of Marketing. Before that he was Chief Operating Officer for KMPG's Real Estate Advisory business.



**Lois Cooper**  
*Vice President,  
Corporate Social  
Responsibility and  
Inclusion,  
Adecco Group, NA*

As Vice President, Corporate Social Responsibility and Inclusion for Adecco Group North America, Lois

Cooper is responsible for developing strategic corporate social responsibility and diversity/inclusion initiatives that support the organization's business strategies and positively impact the bottom line.

Ms. Cooper has more than 20 years of human resources experience in organizations across a variety of industries. Her career has included positions in the advertising, financial services and entertainment industries. In these positions she developed expertise in a number of areas, including change management, organizational design and development, and recruitment.

Ms. Cooper has been selected as a 2009 Black Achiever in Industry by the YMCA of Greater New York. She is also a 2006 honoree of the Network Journal's 25 Influential Black Women in Business Awards. She has been featured as Diversity Journal's "Front-Runners" in Diversity Leadership Series 2006 and honored as one of Diversity Journal's Women Worth Watching in 2007. Ms. Cooper is a featured speaker for the World Diversity Leadership Summit, and has spoken at various Conferences in the United States and globally. She has also been quoted in Diversity Spectrum, Diversity Best Practices' Chief Diversity Officer (CDO) Insights and other publications.

Ms. Cooper received her BA from American University in Washington, D.C and her MBA from Baruch College in New York City.

Adecco Group respects, values and practices effective diversity management to capitalize on the strengths of a diverse workforce and continue to be a human resource industry leader. Working with a diverse group of employees with various backgrounds and perspectives creates a competitive advantage, and ultimately, global success.



**Florence Gravelier**  
*Responsible for Handicap and  
Competencies,  
Adecco*

Florence Gravelier as a former wheelchair tennis player from 1996 to 2010 played on all tennis courts all over the world, with 2 Paralympic bronze medals in Beijing in 2008, and 6

French Champion titles. Her many achievements in singles or doubles on all prestigious tournaments (French Open 2009, Jaon Open 2005, Australian Open 2009, ...) have let her rank 2nd female wheelchair tennis player worldwide (2006) and n°1 in doubles (2005).

Since she retired, she chose to join Adecco France to run the Disability & Skills programme, and has in charge the definition & implementation of Adecco's commitments for the employment of people with disabilities, whether for permanent colleagues as for associates, Adecco being a leader in HR intermediation.

Florence is a graduate from Political Sciences (Sciences Po Bordeaux, France 1999) and Communications from Columbia Southern (2010).



**Jelena Krstović**  
*Vice President,  
Corporate Communications,  
DELTA Holding*

Jelena Krstović was born in Belgrade in 1981. She graduated in Chinese language and literature at Belgrade University and holds a Master's degree in public relations and

multimedia communications from the Faculty of Organizational Sciences. She is fluent in five languages.

Ms Krstović has been employed at Delta Holding since 2006. In 2008 she was appointed Director for corporate communications, then at the end of 2010 - Delta Holding CEO, and in May 2011 was set to the position of Vice President for corporate communications.

Jelena Krstović is actively involved in crafting and executing company strategy, creating the relationship be-



tween strategy and its business model, providing the improvement of existing, as well as development of new business activities. Ms Krstović is responsible for the establishment and implementation of strategic partnerships and alliances with foreign and domestic companies, as well as lobbying, cooperation with governmental and nongovernmental institutions and organizations and leads the company's Office of International Relations.

Applying the principles of modern business practices, Ms Krstović affects the formation of creative, innovative organization, with a focus on leadership development, continuous learning, motivation and teamwork, in order to make the company performance.

By implementing integrated marketing communications concept during 2009 she sets new standards and gives a new role to communications within the company. The segment of business activity she also extends to the development of digital media, internal and external communications, so that Delta Holding becomes one of the first companies in Serbia to use integrated communications with stakeholders. From the beginning of her engagement with the company, Ms Krstović has worked intensively to promote sustainable business practices and corporate social responsibility. She was the initiator of several prominent CSR projects focusing on community development, environmental protection and energy efficiency.

On behalf of the company, she received numerous awards. She is a member of different associations, including the Public Relations Society of Serbia, United Economic Propagandists of Serbia, the Media Association, the European Association of Communication Directors (EACD), the Serbian-British Business Club and other professional organizations. She is one of the founders of the EU Youth Parliament.

She is married and has one child.



**Claire Le Roy Hatala**  
*Sociologist*

Claire Le Roy Hatala is a sociologist, PhD in Organizations sociology. After her studies at René Descartes - La Sorbonne University, she undertook a Msc in Human Resources and Development of Employment

with Professor Renaud Saintsaulieu.

Her research work focuses on inclusion policies for people with disabilities. Having worked at the Disability Inclusion team of SNCF (National French Rail) on legitimacy of employment policies for people with disabilities, she conducts a sociology thesis at the National Conservatory for Arts & with a dedicated theme : "How to maintain in employment people with disabilities with psychological troubles" in partnership with 5 companies (EDF, IBM, SNCF, Total, Air France). She joins parallelly the Etre Handicap Information magazine & club as a project manager dedicated to businesses between 2003 & 2006.

In 2007, she joins the team of the Agence Entreprises & Handicap ("Business & Disability" Agency) to help companies develop a strategic approach on CSR policies.

Claire Le Roy Hatala also worked as a counselor to the French State Secretary for Solidarities and Social Cohesion, Marie-Anne Montchamp, on Mental Health & Social Inclusion policies.



**Eve Magnant**

*Vice President, Corporate Social Responsibility Director, Publicis Groupe*

Eve Magnant is VP, Corporate Social Responsibility Director for Publicis Groupe (3rd worldwide largest communication and advertising company). Previously, from 2002-2007, she was

VP, Corporate Communications Director for Publicis Groupe.

She is a Vice-Chair of the Marketing and Advertising Commission of ICC (International Chamber of Commerce). In 2011, she was appointed as a Board member of ICC France. She's involved in many working groups at international level (OECD, ICC, WEF, ISO, ...) discussing CSR issues, such as ISO 26 000. She's also involved in several working groups focused on Diversity at work. Her own personal interest for CSR issues started in 1992 (Rio).

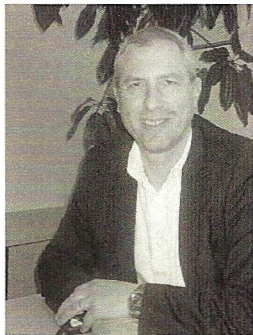
She joined Publicis in 1991, in charge of communication strategies in various fields and as an expert in Corporate Communications. She was named Partner of Publicis Consultants in 1996, in charge of Corporate communica-

tions and Crisis/issues management for many clients, including large international corporations, in many business areas (Food, Health, Agribusiness, Energy, IT/ Telecoms, Facilities and Services, ...).

Before, she dedicated the first 3 years of her career leading public & press relations operations in the fields of Energy & Agribusiness.

Graduate in Executive MBA 2007 (HEC, Paris), Eve Magnant has two Masters Degrees – Political Science & Information Communication (Paris II) + Industrial Strategy Degree (ISTRA). In 2011, she was an Auditor at the Institut des Hautes Etudes de la Protection Sociale (IHEPS).

On a more personal side, she's also involved in several Mentoring programs for Associations, helping women and men make changes in their career paths and professional lives (HEC, HEC/AFIP, EPWN, WBMI, ...).



**Marc Moncet**

*Director, Massy's Customer Relations Call Centre, SFR Service Client*

Massy's Customer Relations Call Centre Director, Marc Moncet works for SFR since 1995.

He has been responsible of several Front & Back Office activities Customers Services.

Marc Moncet has driven his professional choices through Customers Satisfaction and employees' skills development.

Since 2011, Marc Moncet is responsible of Massy's Customer Relations Call Centre, with more than 400 employees handling SFR's Fixe and Mobile customers' request.



**Ángel Navarro**

*Director, Artistas Diversos, European Institute for Managing Diversity*

He studies Medicine in the Complutense University of Ma-

drid to be employed at the C.A.M Emergency Services between the years 1993 to 1998 giving service in the Intensive Care Unit and later managing its logistic department between the years 1998 and 2000.

Likewise, during this period, it realizes a voluntary work in the Red Cross attending people needed from countries with armed conflicts and in extreme risks of poverty.

In the year 2001, he is on charge of managing several logistic departments in companies dedicated to the passengers' transportation and starts taking contact with the sector of planning and accomplishment of international events.

Between the years 2003 to 2011, he works for companies of trips organizing different events and international conferences, developing the position of General Coordinator and Logistics Director.

Between May and July of 2010, he collaborates in a program of vaccination for the persons displaced by the guerrilla warfare and the paramilitary groups in the South and the Band of the Pacific Ocean Coast of Colombia, organized by Dra. Aída Margarita Viafara Cabezas from Selvasalud.

He has a brother with a 80 % disability degree who co-exists with for twenty years. His brother - graduated in English Philology by the UNED, with Edebé and CUP qualifications by Languages Official School, NA2 in French, German and Italian - has had many problems to find an employment due to his disability. Lately, he founded a job for O.N.C.E. where he is actually working for, not being still able to developing any job in the areas he studied for during all his life.

Nowadays, he is the Director of Artistas Diversos, an international platform dedicated to the incorporation of disabled persons in the social - professional areas across the art.



**Bruce Roch**

*President and Co-Founder of the French Association of Diversity Managers (AFMD), and Manager, Corporate Social Responsibility, Adecco*

Bruce Roch is the Corporate Social

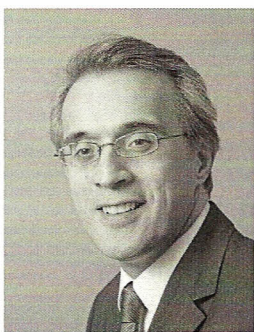
Responsibility manager of the Adecco Group in France, with CSR priorities set in terms of diversity/non discrimination, prevention, health, safety, talent development, ethics and environment. He is also President and co-founder of the French Association of Diversity Managers (AFMD), which gathers 97 corporate members, management schools and universities as well as institutions.

Since 2006, he has been leading the Innovation & Diversity Unit, setting group policies against discriminations and for equal opportunities at work in such areas as gender equality, ageing workforce, racial/ethnic discrimination or disability inclusion.

In addition, from 2004, he led the Disability & Skills program for the Adecco Group worldwide following Adecco's commitment during the European Year of People with Disabilities 2003, and is founder of the Business & Disability initiative undertaken with partner companies in association with the European Commission. This initiative is now taken over by the ILO under the Global Business and Disability Network, Bruce being a steering committee member.

Prior to that, he worked as an executive search consultant within a French subsidiary of Adecco, where he launched a dedicated practice for the dotcoms, or coordinated the ISO quality management standards. From 1996 till 1998, he set an innovative fundraising policy through products and retail at Handicap International, an NGO which was one of the co-recipients of the Nobel Prize for their action in the worldwide campaign to ban landmines in 1997.

Bruce Roch is a graduate of the EM Lyon Business School, and co-president of the HR alumni network.



**Dr. Nasser Siabi**  
*Dr. Nasser Siabi, OBE,  
Microlink PC Ltd.*

Nasser was born in Iran in 1962 and has lived in the UK since the age of 15. Outside of work (which is typically 24/7), Nasser is family orientated and an extremely private person. Married with two teenage daughters, he also considers his family to include close friends in addition to his relations.

Microlink PC was established in 1992 and was co-

founded with his business partner, Vee Ganjavian.

Nasser is Microlink's CEO and is extremely passionate about the work the company undertakes. (Microlink is a business dedicated to empowering people with disabilities enabling them to fulfill potential through the use of bespoke assistive technology across lifetimes of both education and employment.)

Microlink typically collaborates with high level government officials and blue chip companies.

Associations: Member The Employers Forum for Disability (EFD) and Chair of the Steering Sub-Group dealing with disabled graduates transition into employment. The company has gold status membership; A founding member of Business Taskforce for Accessible Technology (BTAT); A founder member of the British Assistive Technology Association (BATA); Member and former Director of the National Association of Disability Practitioners (NADP); Board Member of CMD-SPOC, a Geneva-based UN NGO; Member of DWP Disability Employer engagement Steering Group; Fellow of Institute of Directors (FIoD).

Awards: IoD Director of the Year Award winner for London and the South East in 2009 (Finalist for the National title in 2010); 2011 IVCA Award Winner.; Awarded the OBE in the 2011 Queen's Birthday Honours List for his exceptional services to people who live and work with disabilities; Winner of 2011 Breakthrough Award for Good Practice in Employing Disabled People in the SME category; Honoured with an award at the Disability Matters Europe 2012 Conference under the Workplace Category.



**Nadine O. Vogel**  
*Founder & President,  
Springboard Consulting,  
LLC*

Nadine O. Vogel is Founder and President of Springboard Consulting LLC. Springboard collaborates with multinational corporations, Federal governments and national agencies on initiatives to successfully mainstream disability in the global workforce, workplace and marketplace. Springboard also produces the Disability Matters Awards Banquet and Conference which honors those firms that are making

great strides in supporting this segment of the population, now the largest minority segment in the world, through diversity, work-life, human resource and marketing/branding initiatives.

Prior to founding Springboard, Nadine held a variety of executive positions in both Corporate America and the non-profit sectors.

Vogel is the author of DIVE IN, Springboard into the Profitability, Productivity and Potential of the Special Needs Workforce, a highly acclaimed must-read business book. She is a regular contributor to Profiles in Diversity Journal, Diversity MBA Magazine and Diversity Executive Magazine, and has authored articles for many other professional, industry and consumer publications. Nadine is also recognized as a powerful informational, motivational and inspirational speaker. Recognized for her civic and professional activities, Vogel has received many awards and accolades.

Vogel has been featured on NBC News, CNNfn, Lifetime Live on the Lifetime Channel, Good Day NY and Oxygen Television's Pure Oxygen program. She is the founder and past president of the board of SNAP, Special Needs Advocate for Parents, a member of the College of Charleston Department of Communications Professional Advisory Council, a member of the New Jersey State Employment & Training Commission Disability Issues Committee, a Founding Board Member of the Society for Diversity and a member of the SHRM Workplace Diversity Special Expertise Panel. Vogel received an MBA from Golden Gate University in San Francisco, CA and a BS in Industrial Psychology from the College of Charleston in Charleston, SC. She resides in New Jersey with her husband and two daughters, both of whom have special needs.



**Graeme Whippy**  
*Senior Manager, Group  
Disability Programme,  
Lloyds Banking Group*

Graeme Whippy started his career in 1984 as an undergraduate teaching in the Computing Centre for People with Disabilities at the University of Westminster.

Since then Graeme has performed a variety of IT roles

in client-facing and end-user companies, gaining experience of software/web development throughout the project delivery lifecycle.

In 2001 he joined Lloyds TSB as an IT project manager, but his passion and enthusiasm for accessibility resurfaced and in 2005 he succeeded in persuading the bank's directors to set up the IT Accessibility Centre of Excellence. In 2009 his remit was broadened when he was invited by the Director of Group Operations to join Lloyds Banking Group's disability executive steering committee and work full time on the Group Disability Programme which is charged with improving the Group's performance on all matters affecting disabled customers and colleagues.

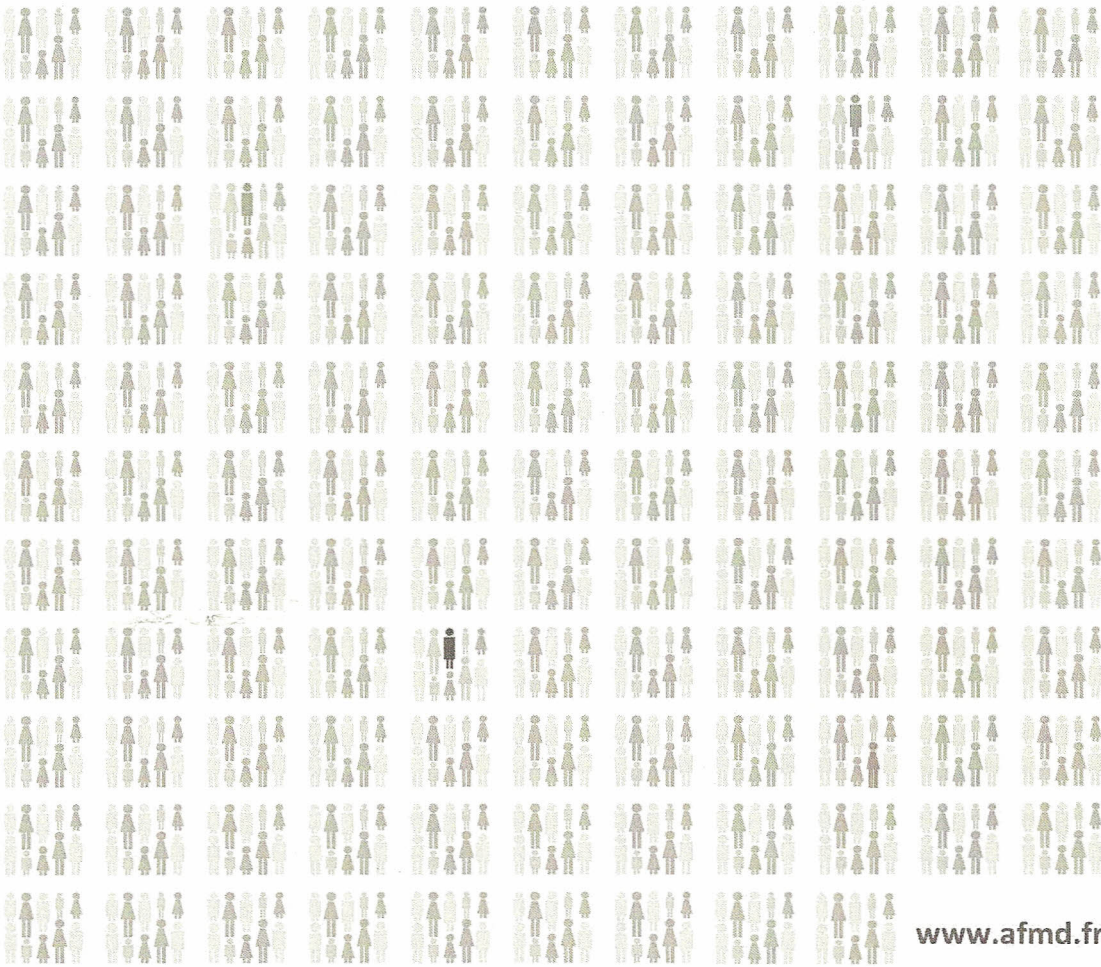
Outside Lloyds Banking Group Graeme has become well known as an advocate for accessibility and disability rights; he works with bodies such as the Employers' Forum on Disability, RADAR, BSI and the EU Commission on mainstreaming inclusiveness for disabled people. His achievements in the field of IT accessibility were recognised in the 2009 Financial Sector Technology Awards where he won 'Outstanding contribution by an individual to the industry.'



**Luk Zelderloo**  
*Secretary General,  
European Association of Service Providers for Persons  
with Disabilities (EASPD)*

Mr. Luk Zelderloo has been active as a professional in the disability sector for more than 27 years and for more than 17

years as manager of a social service for persons with disabilities in Flanders. For the last 10 years he has been active on the European level as well. He is one of the founding fathers of EASPD has built extensive knowledge and expertise on the European disability and social service provision sector. Furthermore, he has built up experience in coordinating and developing more than 15 European projects.



### Think Tank on Diversity & Inclusion

The French Association of Diversity Managers is a place for thinking and sharing best diversity management practices. We bring companies, public organizations, experts, Universities & Business Schools to work together in our focus groups, workshops and to take part in our events and publications.

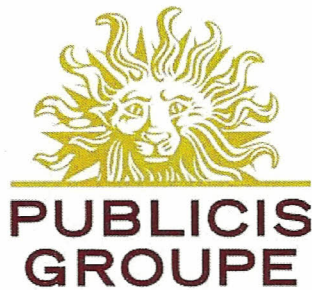


From Promoting Diversity to Managing Diversity

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Whether your company is new to disability initiatives, dealing with compliance requirements or on your way to becoming an employer or supplier of choice, call Springboard today to help you succeed!

Please contact Ivette Lopez at E: [ivette@consultspringboard.com](mailto:ivette@consultspringboard.com) or T: +973-813-7260 X. 102



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