



### Birgit Eiber

Birgit Eiber works at the Head Office of the Bundesagentur für Arbeit in Nuremberg, and will be conducting

the e-learning services for Bundesagentur für Arbeit customers. The latest development is the LERNBÖRSE (Learning Market), a web-based learning platform for all Agentur für Arbeit and Basic Social Security customers. This presents learning concepts addressing key areas of expertise involved in looking for jobs, such as correct manners, behaviour at work, work techniques, intercultural expertise, fundamentals of business economics, conflict and time management. Customers will receive the appropriate certificates relating to the knowledge gained from the course and also providing evidence of engagement, self-discipline and media abilities.



### Joice Fernandes

Joice Fernandes is currently Microsoft's worldwide Senior Director for Public Private Alliances, which delivers

millions of new users access to personal technology. In this capacity Joice leads a 15-person worldwide team that provides expertise and resources to governments worldwide. As a driving force behind the world's largest 1:1 digital inclusion project in Portugal, his previous work with the Portuguese government resulted in over 1.5m new computers being delivered to students and families. His unique relationship with Ministers of Education, Telecommunication and other senior government and NGO organisations allows Microsoft to be a trusted adviser to governments, and helps them realise the full scope of their digital inclusion citizen initiatives.



### Lucy Fuller

Lucy Fuller is the Marketing Communications Manager for the Arnold Clark Group, Europe's

largest independent automotive dealer group employing over 8000 people across the UK. In 2004 Lucy joined her family business, basing herself in Scotland. Since joining

the Group, she has developed the Group's communication plan and Sir Arnold Clark's CSR strategy by implementing the Prince's Trust 'Get into Cars' programme, and controlling the CSR investment and ROI for the Group.



### Nigel Gibbons

Nigel Gibbons has been active in delivering IT solutions since 1992, and is founder of UniTech.

Nigel fulfils a number of industry-specific activities, including: former UK Chairman and current Microsoft Liaison for the International Associations of Microsoft Certified Partners (IAMCP); sitting on the Microsoft partner Executive Board and UK Interoperability Council; having fulfilled a policy briefing and advisory role as a specialist in the fields of cloud computing, interoperability and security, to MPs and MEPs in Westminster and Europe; and as an experienced speaker and evangelist of cloud computing and security, with a particular passion for the subject of protecting the privacy of individuals and trust in the digital age.



### Bob Gibbs

Bob Gibbs is a senior partner at RWG UK, a consultancy group that focuses on organisational

development in public and private sector organisations. He is a Special Professor at Nottingham University Business School and an Honorary Fellow, Centre for Regional Economic and Enterprise Development (CREED) in the Management School, University of Sheffield. Throughout his personal and working life, he has been engaged in both practical and academic ways with social exclusion and poverty initiatives, particularly focusing on educational interventions that genuinely 'make a difference'.



### Wallis Goelen

Wallis Goelen joined the European Commission from the French National Administration in September 1989. From

2002 until 2007, she became Head

of Unit for EU integration policies concerning people with disabilities within the Directorate General for Employment and Social Affairs. In this position, she was Chief Negotiator for the UN Convention on the Rights of People with Disabilities. On 1 January 2008 she became Head of Unit for Employment Services & Labour Mobility, also within DG Employment, Social Affairs and Equal Opportunities.



### W Lee Hammond

W Lee Hammond currently serves as President of AARP, a 40 million member non-profit, non-partisan

organisation that helps people aged 50 and over improve the quality of their lives. W Lee has been a member of the AARP Board of Directors since 2002 where he has served in a number of capacities, including Board Vice Chair, Chair of the Membership Committee, Secretary-Treasurer, and Chair of the Audit and Finance Committee. Prior to this, he enjoyed a long career in education as a classroom teacher and school administrator.



### Nadja Hirsch

Nadja Hirsch is a Member of the European Parliament. She is a member of the Committee on

Employment and Social Affairs and the Delegation to the EU-Croatia Joint Parliamentary Committee. She is active in the committees for Culture and Education as well as Civil Liberties, Justice and Home Affairs. She has recently been nominated rapporteur on the Commission's proposal on vocational education and training on behalf of the ALDE group. Prior to being an MEP, she held a political position as Vice Chair of the FDP City Council.



### Göran Hultin

Göran Hultin is the Chairman and CEO of Caden Corporation S.A., and has extensive international experience

in labour markets and employment. Specialising in labour issues, industrial relations and human resources, he