

51ST

EHMA ANNUAL GENERAL MEETING WARSAW

28-30 MARCH 2025



HOSPITALITY
BY DESIGN

WELCOME TO WARSAW



WELCOME

Dear EHMA Members and Friends,

Welcome to Warsaw, where history and modernity blend seamlessly—an ideal setting for the 51st EHMA AGM, "Hospitality by Design." This event will feature thought-provoking sessions, renowned speakers, and an opportunity to experience Polish hospitality at its finest.

Design is deeply embedded in Warsaw's DNA, not only through its architectural transformation and creative industries but also through its most iconic symbol—the Mermaid of Warsaw. As the city's guardian and protector, the Mermaid has been reimagined countless times, with each institution, event, and artist offering a unique interpretation of this emblem. At EHMA AGM 2025, this enduring symbol of Warsaw's resilience and creativity will serve as a bridge between tradition and modern hospitality design.

Thank you for joining us—we hope you enjoy an enriching and memorable EHMA AGM 2025!

The Organizing Committee



Warsaw's Mermaids





PAWEŁ LEWTAK
POLONIA PALACE
HOTEL



ARTUR DERELA
RENAISSANCE WARSAW
AIRPORT HOTEL



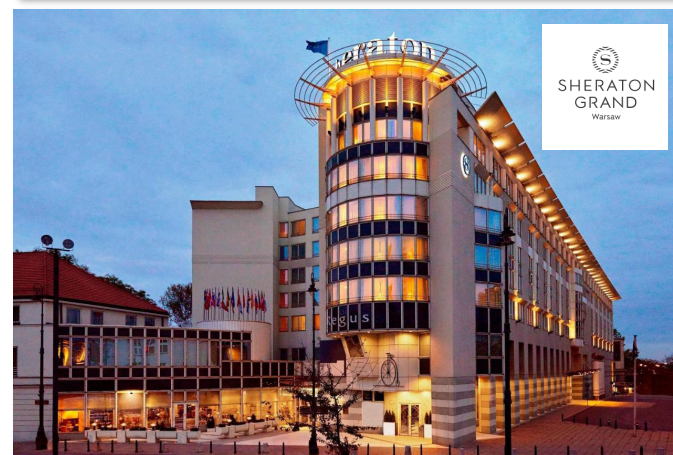
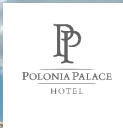
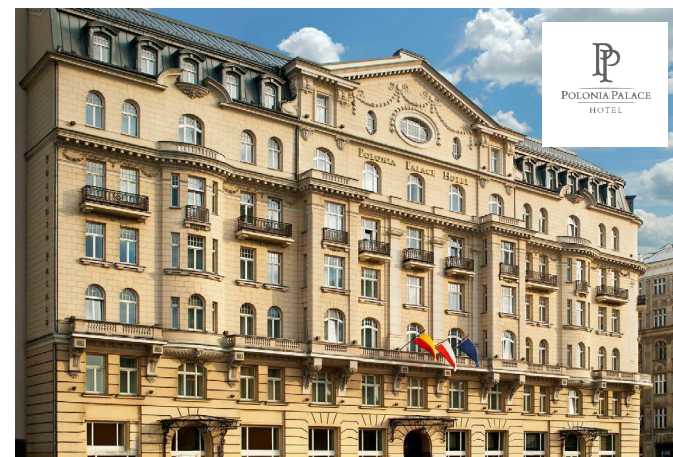
LEVENT CENGIZ
SHERATON GRAND
WARSAW



MAGDALENA ELIASZ
BRISTOL, A LUXURY
COLLECTION HOTEL,
WARSAW



DOMINIK CHRAPEK
DOUBLETREE
BY HILTON ŁÓDŹ



ORGANIZING COMMITTEE...

28TH MARCH 2025, FRIDAY

AGENDA

GENERAL ASSEMBLY & ELECTIONS

General Assembly Session Polonia Palace Hotel, Ludwikowska Ballroom Dress Code: Smart Casual	Time
Coffee Break & Sponsors' Time 1st Floor Conference Center, Polonia Palace For members, speakers, partners, accompanying persons and Young EHMA	01:15 PM
51st EHMA Annual General Assembly, First Part Members only Ludwikowska Ballroom, Ground Floor, Polonia Palace	02:00 PM
<ul style="list-style-type: none">WelcomeOfficial Opening of the 51st Ordinary General Meeting by the EHMA PresidentApproval of the Minutes of the 50th Annual General Meeting in VenicePresident's Annual ReportFinancial ReportRelease of the Executive Committee and Management Council 2022-2024Auditors, and Arbiters ReportsMembership SituationMembers' Time:<ul style="list-style-type: none">Intervention by member Mr. Erik-Jan GinjaarIntervention by member Mr. Philippe ClarivalBest Practices 2024 "Why the Ultimate Hotel Guest Experience Matters?"Presentation Venues for EHMA General Assembly 2026 and 2027Ms. Brenda Collin – Executive Vice President Europe – Preferred Travel GroupElections for President, 1st Vice President, Vice President, and Boards of Auditors and Arbiters	
Coffee Break & Sponsors' Time 1st Floor Conference Center, Polonia Palace For members, speakers, partners and Young EHMA	04:00 PM
51st EHMA Annual General Assembly, Second Part Open to All Ludwikowska Ballroom, Ground Floor, Polonia Palace	04:30 PM
<ul style="list-style-type: none">Introduction of Prof Ian Millar & Young EHMA Group 2025Ecole Hôtelière de LausanneNolan Cornell UniversityIntroduction of New MembersResults of Elections	
Results of Elections and Closing Remarks	06:00 PM

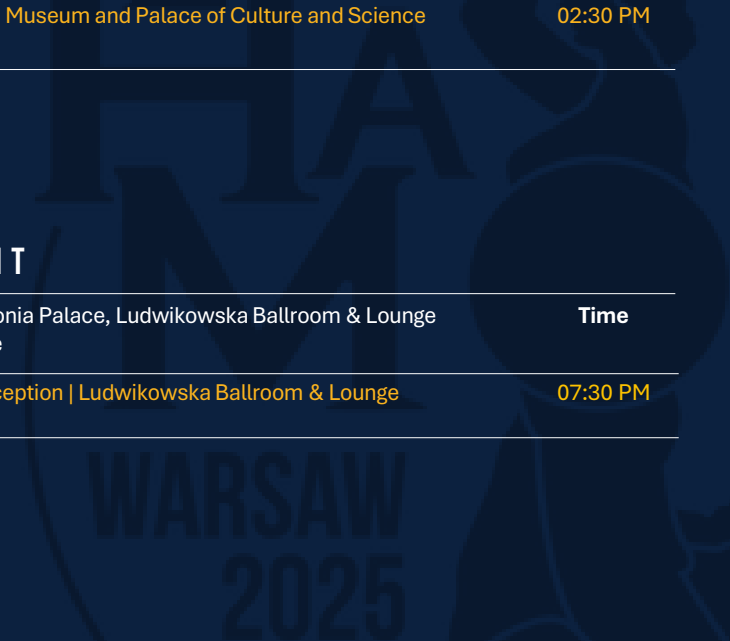
Young EHMA Session Dress Code: Smart Casual	Time
Coffee Break & Sponsors' Time 1st Floor Conference Center, Polonia Palace For members, speakers, partners, accompanying persons and Young EHMA	01:15 PM
Meeting Point : Polonia Palace, Hotel Lobby	01:45 PM
Young EHMA Session conducted by Prof. Ian Millar – Senior Lecturer EHL Meeting Room A, 1st Floor, Metropol Hotel	02:00 PM
Young EHMA Group joins EHMA AGM, Polonia Palace	04:00 PM

ACCOMPANYING PERSONS ACTIVITIES

Dress Code: Smart Casual	Time
Coffee Break & Sponsors' Time 1st Floor Conference Center, Polonia Palace For members, speakers, partners, accompanying persons and Young EHMA	01:15 PM
Afternoon City Tour, Meeting Point: Polonia Palace , Hotel Lobby	02:15 PM
Afternoon City Tour, POLIN Museum and Palace of Culture and Science (ends at 05:30 PM)	02:30 PM

EVENING EVENT

Welcome Reception Polonia Palace, Ludwikowska Ballroom & Lounge Dress Code: Cocktail Attire	Time
Welcome Cocktail and Reception Ludwikowska Ballroom & Lounge (ends at 11:00 PM)	07:30 PM



29TH MARCH 2025, SATURDAY

AGENDA

EDUCATIONAL DAY: HOSPITALITY BY DESIGN

Educational Day Renaissance Warsaw Airport Hotel Dress Code: Smart Casual	Time
Transfers: Polonia Palace Hotel to Renaissance Warsaw Airport Hotel (Bus service starts at 07:00 AM and runs until 08:30 AM)	07:00 AM
Educational Day Conference “Hospitality by Design” Renaissance Warsaw Airport Hotel, Ballroom	
Coffee Break & Sponsors’ Time 1st Floor Ballroom Foyer, Renaissance Hotel For members, speakers, partners and Young EHMA	08:30 AM
Event Opening and Welcome Speeches (Official) <ul style="list-style-type: none">▪ Pawel Lewtak, Chairman of the Organizing Committee▪ Panos Almyrantis, President of EHMA▪ Maciej Fijałkowski, Secretary of the City of Warsaw	09:00 AM
Leadership Session <ul style="list-style-type: none">▪ Pawel Motyl <i>Design Your Future</i>	09:15 AM
Technology Design Session <ul style="list-style-type: none">▪ Prof. Andrzej Wodecki, Warsaw University of Technology <i>Generative AI and Multi-agent Systems in Management</i>▪ Paola Gariglio, Amadeus <i>Emerging Technologies in the Hospitality Sector</i>	09:50 AM
Coffee Break & Sponsors’ Time Ballroom Foyer, Renaissance Hotel	10:40 AM
Sustainability Session <ul style="list-style-type: none">▪ Manuel Engelsthal, Strabag SE <i>Challenges of Decarbonization in a Changing Environment</i>▪ Christoph Steindorf, Diversey <i>The Hidden Pillar of Hospitality: Design-Centric Sustainable Hygiene</i>▪ Alexa Poortier, Now Transforming Hospitality Andres Fellenberg Van der Molen, Green Partner Audits & Consultancy <i>Designing a Sustainability (ESG & CSR) Strategy toward EU Regulations</i>	11:10 AM
People & Culture Session <ul style="list-style-type: none">▪ Nick Driessen, Heineken <i>We brew the joy of true togetherness</i>▪ Marco Truffelli, RESILIRÉ Psychological Growth <i>EHMA Emerging Leaders Programme</i>▪ Paola Vulterini, Valueable Network <i>Designing Accessible Experiences for All</i>	12:20 PM
Business Lunch	01:10 PM

Educational Day Continues	Time
Hospitality Keynote: <ul style="list-style-type: none">▪ Prof. Dr. Ian Yeoman, Hotel Management School Leeuwarden <i>Scenario Planning and Tourism Futures and ‘2075: The Future of Food Tourism</i>	02:30 PM
Product, Service & Interior Design Session <ul style="list-style-type: none">▪ Dr. Joanna Jurga, School of Form, SWPS University <i>Beyond the Lobby: Neuroarchitecture’s Impact on Hotel Experiences</i>	03:20 PM
Design Keynote: <ul style="list-style-type: none">▪ Adam D. Tihany, Tihany Product Design <i>WHY DESIGN? Inspiration – process – value</i>	03:40 PM
Coffee Break & Sponsors’ Time Ballroom Foyer, Renaissance Hotel	04:25 PM
Closing Remarks: Connecting the Dots Session <ul style="list-style-type: none">▪ Clare Shine, Cambridge Institute for Sustainability Leadership <i>Connecting the Dots: towards a shared culture of transformation</i>	04:55 PM
Sports Keynote: <ul style="list-style-type: none">▪ Szymon Marciniak, FIFA & UEFA Referee <i>From the World of Sports</i>	05:15 PM
Return from Renaissance Airport Warsaw Hotel to the Polonia Palace Hotel (Bus service starts at 06:00 PM and runs until 06:30 PM)	06:00 PM

ACCOMPANYING PERSONS ACTIVITIES

Dress Code: Smart Casual	Time
Tour and Lunch, Meeting Point: Polonia Palace, Hotel Lobby	09:50 AM
All-Day City Tour, A Chopin & Royal Heritage Tour Lunch, Bristol Luxury Collection Hotel (Old Town) (ends at 05:30 PM)	10:00 AM

EVENING EVENT

Cocktail Reception & Gala Dinner Grand Ballroom, Sheraton Grand Hotel Dress Code: Black Tie	Time
Transfers: Polonia Palace to Sheraton Grand (Bus service runs until 08:00 PM)	07:30 PM
Cocktail Reception Foyer of Grand Ballroom, Sheraton Grand Hotel Gala Dinner Grand Ballroom, Sheraton Grand Hotel	08:00 PM 09:00 PM
Transfers: Sheraton Grand Hotel to Polonia Palace Hotel	01:00 AM

30TH MARCH 2025, SUNDAY

AGENDA

FAREWELL BRUNCH

Dress Code: Smart Casual

Time

Time Change: Clocks go forward 1 hour to 03:00 am
(Winter to Summer Time).

Farewell Brunch | Polonia Palace, Ludwikowska Ballroom
Brunch is served by 02:00 PM

10:00 AM

Departures

All Day





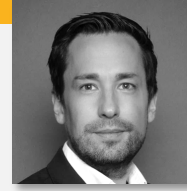
51ST ANNUAL GENERAL MEETING

51ST SPEAKERS

51ST
EHMA
ANNUAL
GENERAL
MEETING



NICK
DRIESSEN



MANUEL
ENGELSTHAL



ANDRES
FELLENBERG
VAN DER MOLEN



PAOLA
GARIGLIO



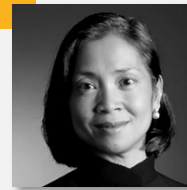
JOANNA
JURGA



SZYMON
MARCINIAK



PAWEŁ
MOTYL



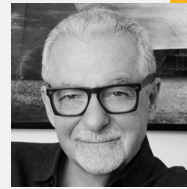
ALEXA
POORTIER



CLARE
SHINE



CHRISTOPH
STEINDORF



ADAM D.
TIHANY



MARCO
TRUFFELLI



PAOLA
VULTERINI



ANDRZEJ
WODECKI

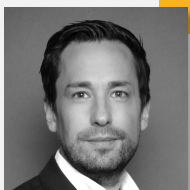


IAN
YEOMAN



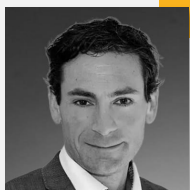
**NICK
DRIESSEN**
Heineken

Nick Driessen is a visionary leader at Heineken, where he promotes a culture of innovation and collaboration as a Sales Director in The Netherlands. Starting his career as a Management Trainee, Nick has harnessed his 'green blood' to create an environment where creativity and courage play a central role. His personal motto, "There is always a way to make it happen," reflects his approach to breaking down barriers and inspiring others to make bold choices. At Heineken, where "brewing the joy of true togetherness" is at the core, Nick strives to foster a culture where people feel valued and encouraged. He believes that leadership is about coaching a team that adapts faster than the competition, where authentic connections and conversations with customers are the key to success. Nick encourages his team and customers to make courageous choices, creating an atmosphere of trust and conviviality. With a focus on people and culture, Nick sees opportunities to break down silo thinking and promotes collaboration. He emphasizes the importance of genuine interest. Nick's leadership is dedicated to creating an inclusive culture where talent thrives and where shared success is celebrated over a cold beer.



**MANUEL
ENGELSTHAL**
Strabag SE

Manuel Engelsthal is a senior executive at STRABAG SE, leading the Corporate Real Estate Management department. He oversees a core team of 70 professionals, managing a portfolio of over 1,600 locations across more than 30 countries. His work includes implementing a new active asset management strategy and spearheading change management initiatives throughout the organization. From 2022 to 2023, Manuel served as the Head of Corporate Development at STRABAG SE, where he played a pivotal role in shaping the group's strategy, managing M&A projects, and fostering start-up collaborations. Before that, he was the Head of M&A from 2017 to 2022. In addition to his corporate responsibilities, Manuel has been an external lecturer at the University of Applied Sciences for Management & Communication (FH WKW Wien) since 2016, teaching courses on business valuation and capital markets.



**ANDRES
FELLENBERG
VAN DER
MOLEN**
Green Partner
Audits &
Consultancy B.V.

Andres Fellenberg Van der Molen is a recognized authority in sustainability for the hospitality sector and a strategic partner listed in the NOW Advisors Hub. He is a Senior Lead Auditor with EarthCheck and several ISO standards and has served as Technical Director of the Global Sustainability Tourism Council. He has designed numerous certification programs for tourism and acts as Senior Advisor and Master Trainer for Control Union Certification, a leading global Conformity Assessment Body specializing in the hospitality sector. With over 28 years of experience, including 18 years in hotel management and 10 years in green certification, Andrés combines expertise with a no-nonsense, practical approach to transforming hotels into sustainable enterprises. As Secretary of the Zero Waste Foundation in Amsterdam and lecturer at universities worldwide, he inspires hotel leaders with his visionary solutions to achieve excellence in sustainability, energy efficiency, CO2 reduction and regulation compliance.



PAOLA GARIGLIO
Amadeus

Paola Gariglio has over 28 years of experience in Hospitality, Travel Management, Airlines, and Rail services, Paola has consistently led teams to deliver solutions focused on customer needs. Since joining Amadeus in 2008, she has headed Customer Solutions, Portfolio Management, and Special Programs, including serving as Operations Director for Amadeus Italy. Currently, she drives Innovation and Strategic Customer Programs in Hospitality IT, championing groundbreaking projects and collaborating with key stakeholders. Paola holds a degree in Hospitality and Innovation in Tourism and a Post-Graduate diploma in Innovation and Design Thinking. In her free time, Paola is also a dedicated mentor for start-up accelerators and incubators in Italy. A dual French and Italian national, Paola enjoys life in Sophia Antipolis, South of France, one of the main sites of Amadeus.



**JOANNA
JURGA**
Neuroarchitect
Kota-app.com

Dr. Joanna Jurga is a product and interior designer, innovator, and university lecturer specializing in sense-of-security design. She has a strong interest in speculative and synesthetic design. An analogue astronaut, she has served twice as commander of space missions at the Lunares Habitat. A meditation teacher and outer space enthusiast, Dr. Jurga has conducted research in collaboration with the Infuture Hatalaska Foresight Institute and the Instytut Kontekstów Pracy (Institute of Work Contexts).

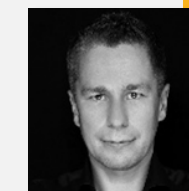
Her work has been showcased in exhibitions in Poland and internationally, and she has participated in prominent design festivals such as the Łódź Design Festival, Gdynia Design Days, and Dutch Design Week. She has been a finalist in competitions like MakeMe, Young Polish Designer, Innovation Ad, and Jutronauci, and she serves as a judge for various design-related competitions.

Dr. Jurga is also the author of the podcast #BEZPIECZNIK and the book Szalas na hałas (The Noise Shed).



**SZYMON
MARCINIAK**
Football
Referee

Szymon Marciniak is a world-renowned Polish football referee and inspirational speaker, celebrated for his exceptional career at the highest levels of international football. Born on January 7, 1981, Marciniak has earned a reputation as one of the best referees of his generation. He has officiated numerous prestigious matches, including the 2018 UEFA Super Cup between Real Madrid and Atlético Madrid, the 2022 FIFA World Cup final between Argentina and France, and the 2023 UEFA Champions League final between Manchester City and Inter Milan. In recognition of his outstanding contributions to football, he was named "The World's Best Referee" by the International Federation of Football History & Statistics (IFFHS) in both 2023 and 2024.



**PAWEŁ
MOTYL**
Expert in Strategy

Paweł Motyl is the author of "Labyrinth: The Art of Decision-Making", translated into multiple languages, and the bestselling "Schrödinger's World: Chronicles of an Unpredictable Future" (published in Polish). A member of MG100, the elite group of experts created and led by Marshall Goldsmith, he was recognized in 2022 by the International Federation of Learning and Development as one of the Top 20 Mentors of the Globe. In 2024 Global Gurus included Paweł in the list of the Top Twelve Gurus to Follow.

Passionate about exponential technologies and their impact on competitive strategies, team performance, and leadership effectiveness. Paweł combines entrepreneurial-, consulting-, and managerial experience. He runs his own advisory and training practice, has worked at the consulting firm HayGroup, and has held key leadership roles, including Chief Executive Officer of ICAN Institute, publisher of Harvard Business Review Polska, as well as Managing Partner at Leadership Lab.

SPEAKERS



**ALEXA
POORTIER
NOW**

**Transforming
Hospitality**

Alexa Poortier is a champion of advancing regenerative sustainability to leave destinations better than we find them, and timely ACTION to double down on impact and achieve Net Zero or better - Net Negative Carbon Emissions.

Her career spanned over three decades within hospitality, PR and media in Canada, Asia Pacific, Europe and Middle East where she worked in senior leadership roles with Dow Jones's Asia Business News (CNBC Asia), NewsCorp's Star TV, Sumitomo's Jet TV, Ogilvy & Mather PR, Edelman PR and The Alpina Gstaad. She understands business challenges and the power of accountable and transparent communication for impactful engagement with stakeholders.

At this most urgent of times, Alexa believes that hospitality businesses need accountability and purpose that deliver on the UN Sustainable Development Goals (SDGs) to improve the quality of life of their communities, support climate action and protect the natural world that they depend on.



**CLARE
SHINE**
**Sustainability
Leader &
Organizational
Change Expert**

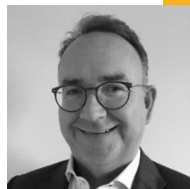
Clare Shine has been at the nexus of sustainable development, organizational change, and culture for over three decades.

She is the former CEO of the Cambridge Institute for Sustainability Leadership (CISL), where she expanded global impact initiatives and launched key leadership programs, including the Cambridge-Mastercard Foundation Scholars Programme for Africa. Clare remains a CISL Fellow and a member of Founders at the University of Cambridge, supporting innovation-driven entrepreneurship.

Previously, Clare served as Vice President of Salzburg Global Seminar, driving systemic change through long-term partnerships such as Sciana – The Health Leaders Network and the Public Sector Strategy Network.

A UK-qualified barrister (Hailsham Chambers), Clare specialized in environmental law, advising intergovernmental bodies and NGOs on biodiversity, climate, and marine policy. She is a BMW Foundation Responsible Leader, a member of the World Economic Forum Global Future Council on Philanthropy for Climate and Nature, and the World Commission on Protected Areas.

Clare began her career in publishing and was the Financial Times' theatre critic in France for a decade. She holds an MA in English Literature from Oxford University and postgraduate degrees from London University and the Sorbonne, Paris.



**CHRISTOPH
STEINDORF**
**Diversey
Europe**

Christoph Steindorf brings over 20 years of experience in global sales, business development, and leadership. Based in Switzerland, he leads a team focused on driving growth, building partnerships, and delivering sustainable success in the cleaning and hygiene sector.

Previously, Christoph served as Country Director and Sales Director for Diversey Switzerland, overseeing P&L, organizational development, and C-level customer relationships, positioning Diversey as a market leader across key sectors. His career began at Unilever, where he held leadership roles including VP of Customer Development, managing global clients like Carrefour and driving regional growth.

With expertise in strategy and partnerships, Christoph is a recognized leader dedicated to excellence and sustainability in professional hygiene solutions.



**ADAM D.
TIHANY**
Designer

Adam D. Tihany is regarded as one of the world's preeminent hospitality designers, whose work can be experienced in some of the most iconic hotels and restaurants around the globe. The Beverly Hills Hotel, The Breakers, The Oberoi New Delhi and Four Seasons Dubai DIFC, to name a few. Tihany has become a key figure in the cruise industry, creating innovative design concepts for Holland America Line, Costa, Cunard and ultra-luxury Seabourn vessels. As a leading expert, Tihany frequently lectures and has several published books of his work. He was recently appointed Founding Executive Professor-in-residence at FIU (Florida International University) where he's heading the creation of a Master's Degree program in Hospitality Design. Tihany in partnership with his wife Marnie, have licensed products and collections under Tihany Product Design, for companies such as Christofle, Kartell, Roda, Poltrona Frau, Giorgetti and Bernardaud.



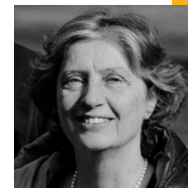
**MARCO
TRUFFELLI**
**Hotelier,
Psychologist**

Marco Truffelli, a respected hospitality leader from Italy's Portofino Coast, brings 36 years of global expertise managing elite four- and five-star hotels. His notable roles include senior positions at Trust House Forte (London), Premier Resorts (Caribbean), The Town House Collection (Scotland), Borgo Egnazia (Puglia), and Rocco Forte Verdura (Sicily).

As co-owner of Rufflets Hotel St. Andrews and Managing Director of PRAKTIK Consulting, Marco works with top luxury hotel groups and entrepreneurial companies like Jumeirah Hotels, Borgo Egnazia, and Rocco Forte Hotels. As CEO of VisitScotland.com, he led the UK's largest online tourism program.

An accomplished academic, Marco holds degrees in Psychology, an MBA from the University of Edinburgh, and an MSc in Psychology and Neuroscience from King's College London, along with training from Cornell University. He is currently pursuing doctoral research at Oxford Brookes University.

As Co-founder of RESILIRÉ – Psychological Growth, Marco alongside Dr. Jan Ferris, integrates executive expertise with psychological principles, advancing leadership and well-being globally.



**PAOLA
VULTERINI**
**Valueable
Network**

Paola Vulterini is a designer and manager of projects supporting people with disabilities. Since obtaining her MA in Political Science with a focus on Disability Rights, she has been a dedicated ally of the Disability Rights Movement.

In 1985–1986, she worked at the European Commission's Office on initiatives supporting people with disabilities. Since 2001, she has been the head of the International Office of the Italian Association of People with Down Syndrome (AIPD), where she has promoted and managed projects in partnership with the European Down Syndrome Association (EDSA).

Paola's projects have secured European grants, enabling the development of new programs for people with disabilities in areas such as job inclusion, exercising political rights, training mobilities, tourism, and art.

Additionally, she has worked with the Italian Government on disability-related issues and has taught at several universities. She currently manages the European Valueable Network.

SPEAKERS...



ANDRZEJ WODECKI
 Professor,
 Executive Trainer

Andrzej Wodecki is a researcher at the Warsaw University of Technology, specializing in the applications of artificial intelligence in management. Prof. Wodecki has extensive experience in IT consulting and in creating and managing technology startups. Currently, he focuses on leveraging generative technologies, particularly multi-agent structures, in operational and strategic management.

He is the author of the books: Artificial Intelligence in Management. Self-Learning and Autonomous Systems as Key Drivers of Value Creation, and Artificial Intelligence in Value Creation. For nearly 20 years, he has been sharing his expertise by teaching in leading MBA programs, particularly at the Warsaw University of Technology Business School and the Gdansk Foundation for Management Development.



IAN YEOMAN
 Professor of
 Disruption,
 Innovation &
 New Phenomena

Ian Yeoman is Professor of Disruption, Innovation & New Phenomena. Are you curious about the future? Will AI make the hotel manager of tomorrow redundant? How will climate change reshape farming and, consequently, what your guests will be having for dinner? These questions are central to the work of Professor Ian Yeoman.

Dr. Ian Yeoman is a Professor of Disruption, Innovation, and New Phenomena at the Hotel Management School Leeuwarden and a thought leader in the future of hospitality and tourism.

Ian's career began as the Scenario Planner at VisitScotland, where he introduced scenario construction, economic modelling, and trend analysis to help the organization understand and navigate external environmental changes. He later moved to New Zealand, where he contributed to numerous tourism futures projects for government agencies and national strategies while serving as an Associate Professor at Victoria University of Wellington.

Dr. Yeoman is the co-editor of the Journal of Tourism Futures, the editor of the Journal of Revenue and Pricing Management, and the book series editor for The Future of Tourism.

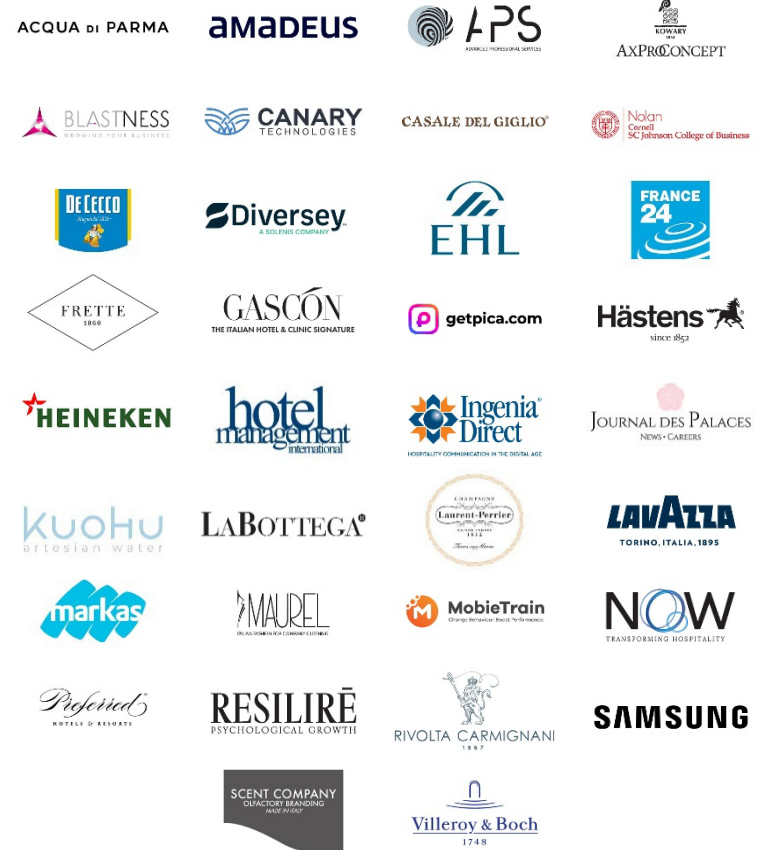
He holds a PhD in Operations Research from Edinburgh Napier University and is the author of over 70 research papers and 22 books.

His latest works, published in 2024, include Scenario Planning and Tourism Futures and 2075: The Future of Food Tourism.

SPEAKERS...



GLOBAL PARTNERS



HONORARY PATRONAGES





Accommodation, General Assembly,
Welcome Cocktail & Brunch
POLONIA PALACE HOTEL
al. Jerozolimskie 45
00-692 Warsaw
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E: poloniapalace@syrena.com.pl
poloniapalace.com



Educational Day
RENAISSANCE WARSAW AIRPORT HOTEL
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E: res@renaissance.waw.pl
renaissancewarszawa.pl



Gala Dinner
SHERATON GRAND WARSAW
ul. Bolesława Prusa 2
00-493 Warsaw
T: +48 22 45 06 100
E: warsaw@sheraton.com
sheratonwarsaw.pl

GENERAL INFORMATION...





**THANK YOU
& SEE YOU !!!**

