



MEMBERS' BIOGRAPHIES

ACCENTURE

Mr William D Green — CEO

Accenture is the world's leading provider of management and technology consulting services and solutions, with more than 70,000 people in 46 countries delivering a wide range of specialized capabilities and solutions to clients across all industries. Accenture operates globally with one common brand and business model designed to enable the company to serve its clients on a consistent basis around the world. Under its strategy, Accenture is building a network of businesses to meet the full range of any organization's needs; consulting, technology, outsourcing, alliances and venture capital. The company generated revenues of \$9.75 billion (€10.9 billion) for the fiscal year ended August 31, 2000, and \$5.71 billion (€6.40 billion) for the six months ended February 28, 2001. Its home page is www.accenture.com.

ARCHITECTS COUNCIL OF EUROPE – ACE

Leopoldo Freyrie -President

The Architects' Council of Europe (ACE) was founded in Treviso, Italy on 11 May 1990 and as of April 2001 has 32 member organisations (some with observer status). It represents the interests of the Profession of Architect in the European Union in particular, to the Institutions of the European Union. It also aims to promote the highest standards of education and practice in architecture. www.ace-cae.org

ASSOCIATION OF COMMERCIAL TELEVISION - ACT

Mr Ross Biggam - Director General

Based in Brussels, the ACT's object is to represent the interests of commercial television at the EU Institutions, and to promote co-operation between their members and with companies active in the field of communication in Europe. The ACT represents some 60 private television channels within the European Union, ranging from commercial channels to pay TV channels including pay-per-view services and covering 13 out of the 15 EU Member States. www.acte.be

ARD

Dr. Fritz Pleitgen - General Director

ARD (*Arbeitsgemeinschaft der öffentlich-rechtlichen Rundfunkanstalten der Bundesrepublik Deutschland*) is the association of regional public service broadcasting corporations in Germany. ARD was established in 1950. Nowadays ARD has ten members. In addition, *Deutsche Welle*, the German Television for abroad is an associated member. ARD is the largest public service broadcaster in continental Europe, employing around 24,600 staff. Its objective is to fulfil the public service remit, as foreseen under German constitutional law, i.e. to inform, to educate and to entertain the entire population with a wide range of programming and via all available transmission means. ARD, thus, provides services in the general public interest. It is financed primarily via fees and, to a small percentage, via commercial (advertising etc.) income. The general director of the largest member, the West-German Broadcasting Corporation (*Westdeutscher Rundfunk (WDR)*), Fritz Pleitgen, is the chairman of ARD for 2000/2001. www.ard.de

AXA GROUP

Mr Henri de Castries - Chairman of the Management Board and CEO

The AXA Group ranks among the world's leading insurers and financial services providers. The Group operates in both domestic and international markets: large international risks, assistance and reinsurance. It is present in approximately 60 countries and counts some 140,000 people (employees and agents) around the world. Year 2000 consolidated revenues rose to €80.1 billion. www.axa.com

BARCLAYS PLC

Matthew W Barrett - Chairman

Barclays PLC is a UK-based financial services group engaged in banking, investment banking, and asset



European Services Forum

management. In terms of assets employed, Barclays is one of the largest financial services groups in the United Kingdom. Barclays has been involved in banking for over 300 years and operates in over 60 countries world-wide, including all the major financial centres. Group staff numbers world-wide, at 30th June 2000 were 70,300, of which 52,300 were in the UK. For the full year to December, 31st 2000, the Barclays Group registered a pre-tax profit of £3,496 million (€5,593 million). www.barclays.com

BRITISH TELECOMMUNICATIONS PLC

Sir Christopher Bland – Chairman

Mr Ben Verwaayen – CEO

British Telecommunications plc is one of the world's leading providers of telecommunications services and one of the largest private sector companies in Europe. Its principal activities include local, long distance and international telecommunications services, mobile communications, Internet services and IT solutions. In the year to March 31, 2001, BT's total turnover, including its share of its joint ventures' turnover, was £29,666m (€47,465m). BT employs 137,000 people, with 118,000 in the UK. www.bt.com

BUNDESVERBAND DERS FREIEN BERUFE – BFB

(The German Federal Association of Liberal Professions)

Dr. Ulrich Oesingmann – President

RA Arno Metzler - CEO

The BFB is the umbrella organization bringing together the leading associations representing the liberal professions and representing their common interests. Around 68 professional organizations and 16 regional associations currently belong to the BFB which was founded in 1949. The individual professional groups are joined together in self-governing bodies and associations. Their members are professionals working in spheres such as medicine, law, business consulting, science and technology, education, psychology, translation and interpreting, journalism and communication and the arts. The BFB represents at a national level around 739,000 liberal professionals with 1,9 million employees and about 162,000 trainees. At a European level the BFB looks after the interests of the liberal professions from its Brussels office. It also has representatives on the EU's Economic and Social Committee. www.freie-berufe.de.

BUREAU INTERNATIONAL DES PRODUCTEURS ET INTERMÉDIAIRES D'ASSURANCES –BIPAR

Founded in 1937, with the Permanent Secretariat in Brussels, BIPAR is the International Federation of Insurance Intermediaries (Bureau International des Producteurs d'Assurances et de Réassurances) and represents national associations of professional insurance agents and brokers at the international level. Member associations of BIPAR is nearly 50 national associations in 30 countries, world-wide representing about 250.000 self-employed and corporate professional insurance intermediaries who do business in virtually all the countries of the world and who employ more than 1.000.000 people. www.bipar.org

CBI – CONFEDERATION OF BRITISH INDUSTRY

Sir John Egan – President

Mr Digby Jones – Director General

The CBI is an independent, non-profit making, non-party political organisation funded by member subscriptions. Its mission is to help create and sustain the conditions in which UK business can compete and prosper. The CBI represents the interests of members from every sector of industrial and commercial activity - including the services sector – from multinational organisations with numerous subsidiaries to small start-up firms. The CBI has a direct corporate membership employing over four million and a trade association membership representing over six million of the workforce. The CBI is the premier organisation speaking for companies in the UK. The CBI has a network of 12 offices in the UK with its headquarters in London supplemented by offices in Brussels and Washington. It is the UK member of UNICE, BIAC (OECD) and the IoE. The CBI has an active international programme combining market and policy activities to help its members meet the challenges presented by increasing globalisation of economic activity. www.cbi.org.uk/international

COUNCIL OF THE BARS AND LAW SOCIETIES OF THE EUROPEAN UNION – CCBE

Mr Jonathan Goldsmith – Secretary General

The CCBE, created in 1960, is the officially recognised representative organisation for the legal profession in the



European Services Forum

European Union and the European Economic Area. Its members are 18 delegations made up from EU and EEA bars and law societies (representing overall some 500,000 lawyers), together with observer delegations from candidate countries to the EU and other European states. The CCBE deals with a wide range of legislative proposals, mainly at the European level, defending the interests of lawyers and justice. It has promulgated a Code of Conduct for cross-border practice, which is intended to be binding on all EU lawyers, and adherence to which is a condition of CCBE membership for bars and law societies from other European countries. It publishes a lawyers' professional identity card, first issued in 1978 and officially recognised by the European jurisdictions and national authorities. The identity card is used by a great number of lawyers and constitutes in some states the sole professional identity card for lawyers practising in those states. Full information about the CCBE, including its position papers, press releases, committee work, membership and addresses of its constituent bars, together with a lawyer-finding service and international web links, can be found on the CCBE's website at: www.ccbe.org

COMITÉ EUROPÉEN DES ASSURANCES - C.E.A.

Mr Gijsbert J. Swalef - President

Set up in 1953, with its head office in Paris, the Comité Européen des Assurances is the federation of national insurance company associations in twenty-nine European countries. It represents European insurers: promoting, defending and illustrating their views within international bodies; providing qualified opinions to public or private European and international organisations with an insurance or reinsurance involvement. It has 24 full members and 5 associated members. www.cea.assur.org

CEPLIS – EUROPEAN COUNCIL OF LIBERAL PROFESSIONS

Mr Adrien Bedossa - President

CEPLIS was founded in 1974 at the initiative of various European liaison committees and national associations of the liberal professions, following the dissolution of the European Commission's department for liberal professions. Its objective is the study and promotion, both at the scientific and cultural levels, of all means, information and data related to the exercise and policies of liberal professions. Today, CEPLIS is the only European organisation representing the liberal professions to the European institutions at the inter-professional level. The total number of CEPLIS member-organisations' individual adherents is approximately, 1,925,297.

CONFÉDÉRATION FISCALE EUROPÉENNE

Mr Cor J. Visser – C.F.E. President

The Confédération Fiscale Européenne is the umbrella organisation of national tax advisory organisations representing over 150.000 tax advisers. C.F.E was founded in 1959 and embraces, as of June 2003, 29 national organisations (three of them has observer status and one attends the meetings as a guest) from 22 European states. The function of the C.F.E. is, among others, to safeguard the professional interests of tax advisers and to assure the quality of tax services provided by tax advisers, to exchange information about national tax laws, to maintain relations with the authorities at national and international levels, to achieve the protection of each national tax adviser's title in Europe and to bring to the authorities of the European Union the experience of practitioner of all areas of taxation and of professional law. More information about the C.F.E., including opinion statements on tax and professional issues, can be found on the home page www.cfe-eutax.org.

CLIFFORD CHANCE LLP

Mr. Stuart Popham - Senior Partner

Clifford Chance ranks as the world's biggest law practice, with more than 3,100 lawyers and 30 offices around the world. Clifford Chance lends its expertise in banking and finance, mergers and acquisitions, Trade related matters and the WTO. Tracing its roots back to 1802, Clifford Chance became the top legal firm in a three-way merger in 2000 with US firm Rogers & Wells and Germany's Pünder Volhard Weber & Axster. It does business in the US as Clifford Chance Rogers & Wells and in parts of Europe as Clifford Chance & Pünder as well as Grimaldi Clifford Chance. www.cliffordchance.com



European Services Forum

CONFÉRENCE DES NOTARIATS DE L'UNION EUROPÉENNE – CNUE

Me Paolo Piccoli - President

The CNUE gathers Notary Bodies from ten of the Member States of the European Union recognising the notary institutions of written Continental Law. One of the CNUE's principal objectives is to represent its member's interests before the European Institutions. The CNUE represents over 40,000 Notaries who employ around 60,000 staff. www.cnue.be

COMITÉ DE LIAISON DES GÉOMÈTRES EUROPÉENS – CLGE

Mr Otmar Schuster – President

Founded in 1972, CLGE's principal aims are developing professional education and developing professional practice of European geodetic surveyors. CLGE is a member of CEPLIS (European organisation representing liberal professionals) and ESF (European Services Forum), and collaborates with FIG (global organisation for surveyors) on projects of mutual importance. CLGE represents the interests of over 25,000 surveyors in 21 European countries – all 15 member States and Bulgaria, the Czech Republic, Norway, Poland, Slovakia and Switzerland. www.clge.org

COMMERZBANK AG

Mr Klaus-Peter Müller – Chairman of the Board of Managing Directors

With a consolidated balance sheet total of roughly €500 bn, Commerzbank is one of Germany's major private-sector banks and is also among Europe's 15 largest. 40,000 employees, 7,000 of whom are active outside Germany, look after 5.7 million customers. The bank filed a pre-tax profit of more than €2.2 bn in 2000. Commerzbank achieves roughly a third of its pre-tax profits outside Germany. Basically, the bank's international activities are geared to institutional clients and companies. The bank is involved in the financing of about 16% of Germany's external trade. For this purpose, it maintains a closely-knit network of outlets covering 43 countries. www.commerzbank.com

DEUTSCHE TELEKOM AG

Prof. Dr. Kai-Uwe Ricke - Chairman

Deutsche Telekom (Telekom), the former German state owned telecommunications company which is publicly traded since 1996, is the largest provider of telecommunications services in Europe and is one of the largest in the world. The company operates and maintains telephone networks and is involved in the mobile telecommunications market. In addition to telephone services, Telekom is involved in online and multimedia services, satellite operations and audiovisual & textual data transmission. The company has subsidiaries in Germany, other European countries, the USA, Canada, Japan and Singapore. Net communications accounted for 36% of 2000 revenues; mobile communications, 23%; carrier services, 10%; data communications, 8%; cable TV, 5%; services, 6%; phone sales, 3%; other services, 4% and international activities, 5%. www.telekom.de

DHL WORLDWIDE EXPRESS

Mr. Uwe Dörken – Chairman & Chief Executive Officer

With sales of €6 billion in 2000, DHL Worldwide Express is the global leader of the international air express industry, accounting for a market share of 37%. To meet the demands of over 1 million customers around the globe, DHL has 6,000 offices in more than 220 countries. They handle a total of 162 million shipments per year. DHL runs a fleet of 254 aircraft, operating 714 scheduled flights every day. This alone makes it the ninth largest airline in the world. Another 2,400 flights daily are operated exclusively for DHL by commercial aircraft. On the ground, more than 16,000 vehicles service a total of 120,000 destinations in all continents. In 2000, DHL had some 69,000 employees. Founded in California in 1969, DHL has pioneered the industry ever since. Today, the Company continues being a driver for innovation, at the forefront of technology in its field. DHL offers its customers fast, responsive, and cost-effective, express deliveries in addition to e-commerce fulfillment and intelligent logistics solutions. DHL is a privately owned company. Major shareholders are Deutsche Post World Net and Lufthansa. Other shareholders include Japan Airlines and two private investment trusts. www.dhl.com

EDS (ELECTRONIC DATA SYSTEMS CORPORATION)

Mr Bill Thomas—Vice President

Established in 1962, EDS is a global information technology services company. 127,000 employees in more than 55 countries offer a portfolio of information technology and related services to provide clients with strategies, solutions



European Services Forum

and services. EDS' portfolio includes five lines of business: A.T. Kearney - Management consulting, Business Process Management, E Solutions, Information Solutions and PLM (Product Lifecycle Management) Solutions. EDS Global Industry Groups back these services with decades of experience supporting clients world-wide in every major industry, including communications, energy, financial services, government, health care, manufacturing, retail and travel and transportation. Revenues in 2000 were \$19.2 billion, (21.5 billion EUR), 42% of the revenue came from outside the United States. Total contract signings in 2000 were \$32.6 billion (36.5 billion EUR).

EDS Europe, Middle East & Africa

EDS has been established in the EMEA (Europe, Middle East and Africa) region for the past 25 years and provides its clients with IT systems, solutions and services. Today, EDS EMEA employs more than 33,000 in more than 27 countries and EMEA is the fastest growing region for EDS. In 1999 EDS EMEA contributed to approximately 30% of the corporation's revenues. www.eds.com

ERNST & YOUNG

Mr Jim Turley—Chairman & CEO

Ernst & Young, a global leader in professional services, is committed to restoring the public's trust in professional services firms and in the quality of financial reporting. Its 110,000 people in more than 135 countries around the globe operate with the highest levels of integrity, quality and professionalism, providing clients with solutions based on financial, transactional and risk-management knowledge of audit, tax and corporate finance. The firm also provides legal services in those parts of the world where permitted. A collection of Ernst & Young's views on a variety of business issues can be found at www.ey.com/perspectives.

Ernst & Young refers to all the members of the global Ernst & Young organisation, including the U.S. firm of Ernst & Young LLP.

ESPACIO Y ENTORNO S.L. ARCHITECTS

Mr Carlos Hernandez Pezzi - President

www.arquinex.es

UNION OF THE ELECTRICITY INDUSTRY – EURELECTRIC

Mr Paul Bulteel - Secretary General

Union of the Electricity Industry - EURELECTRIC was created on December 7, 1999 through a merger of the two major associations representing European electric power companies, plus associates and affiliates on three other continents: UNIPEDE, the International Union of Producers and Distributors of Electrical Energy (founded 1925) and EURELECTRIC, the European grouping of electricity companies (founded 1989). EURELECTRIC is the sector organisation representing the common interests of the European Electricity Industry and its worldwide affiliates and associations. Its mission is to contribute to the development and competitiveness of the Electricity Industry and to promote the role of electricity in the advancement of society. EURELECTRIC has 32 full members and 22 affiliate members. www.eurelectric.org.

EUROCOMMERCE

Mr Peter Bernert - President

Retail and distribution operate within a wide range of legislation, policies and practices defined by the EU institutions which directly affect the business. EuroCommerce, as the trade representation to the EU institutions, defends the common interest of its members and keeps them informed of European dossiers that impact their activities. The objective of commerce and distribution is to meet the needs of over 370 million consumers in the Internal Market. Of its National Members, EuroCommerce has 37 Full and 28 Affiliated. There are also 19 European and International Association Members. www.eurocommerce.be

EUROPEAN ASSOCIATION OF COOPERATIVE BANKS – EACB

Mr Herve Guider – Secretary General



European Services Forum

The European Association of Co-operative Banks was created in 1970 and is based in Brussels. A membership base of more than 30 organisations comprises co-operative banking groups from not only the 15 European Union Member States, but also those from several Central and Eastern European countries. The European Association of Co-operative Banks is one of the main associations of the European credit industry and is officially recognised as the representative body of the European co-operative banking sector by the European Union institutions and the European Central Bank. www.gebc.org

EUROPEAN BANKING FEDERATION – FBE

Mr Guido Ravoet- Secretary General

The Banking Federation of the European Union is the united voice of the banks of the European Union (EU) and of the European Free Trade Association (EFTA) countries. It was set up in 1960 to represent the interests of banks at Community level. Since its inception the Federation has maintained an ongoing dialogue with the European Commission and with other European institutions, with the aim of ensuring that the experience and the views of banks are taken into consideration by all appropriate bodies. The Federation is based in Brussels and has 18 members. www.fbe.be

EUROPEAN BROADCASTING UNION – EBU

Mr Arne Wessberg – President

Founded in February 1950 by the pioneers of radio and television in Western Europe, the European Broadcasting Union (EBU) is the largest professional association of national broadcasters in the world. Headquartered in Geneva, and working on behalf of its members in the European area, the EBU negotiates broadcasting rights for major sports events, operates the Eurovision and Euroradio networks, organizes programme exchanges, stimulates and coordinates co-productions, and provides a full range of other operational, commercial, technical, legal and strategic services. At its office in Brussels, the EBU represents the interests of public service broadcasters before the European institutions. Apart from 69 active members in Europe, North Africa and the Middle East, the Union has 45 associate members in 28 countries further afield. www.ebu.ch

EUROPEAN COMMUNITY SHIPOWNERS' ASSOCIATIONS – ESCA

Mr Alfons Guinier – Secretary General

ECSA, formed in 1965, comprises the national shipowners' associations of the EU Member States and Norway. ECSA works through a permanent secretariat in Brussels and a Board of Directors, as well as a number of specialised communities. Its aim is to promote the interests of European shipping so that the industry can best serve European and international trade and commerce in a competitive free enterprise environment to the benefit of shippers and consumers. www.ecsa.be

EUROPEAN EXPRESS ASSOCIATION – EEA

Mr Jaap Mulders - Chairman

The European Express Association was created in January 2000 by the merger of the European Express Organisation and the Association of European Express Carriers. The EEA regroups the world's leading integrators; DHL Worldwide Express, Federal Express, TNT Post Group and United Parcel Service as well as national express associations and small and medium size companies operating across Europe. The express industry specialises in time-definite, reliable express transportation services for documents, parcels and freight, revolutionising the way companies do business worldwide. It allows European business to rely on predictable, expeditious delivery and collection of supplies, thereby enabling them to attain and maintain global competitiveness. In Europe, the industry employs over 500,000 people and operates and owns more than 20,000 collection vehicles, 4,000 heavy freight vehicles and operates up to 180 flights each night. The EEA's objective is to represent the interests of the Express industry at EU level. The Secretariat is based in Brussels and five working Committees specifically represent the interests of its members. These committees cover post, customs, security, transport and environment and Central and Eastern Europe. www.euroexpress.org

EUROPEAN FEDERATION OF ENGINEERING AND CONSULTANCY ASSOCIATION – EFCA

Mr Jan Van der Putten – Secretary General

The EFCA was founded in May 1992 as merger between the former CEBI (Comité Européen des Bureaux



European Services Forum

d'Ingénierie) & CEDIC (Comité Européen des Ingénieurs Conseils). It is now the sole European federation representing engineering consultancy and related services. It comprises 25 national associations from 24 European countries representing over 8,500 firms, currently employing over 210,000 staff, with an annual turnover exceeding € 18 billion. The EFCA is a non-profit making and independent professional organisation that is committed to represent and promote engineering consultancy and related services. It lobbies the European institutions so that directives and regulations affecting the work of engineering consultancy and related services are fair to both the profession and to society as a whole. The EFCA also represents the interest of its members to lending agencies such as the World Bank, European Bank for Reconstruction & Development, etc. and to other institutions and organisations in and outside Europe. www.efcanet.org

EUROPEAN FILM GATS STEERING GROUP

Mr John Howkins - Chairman

The Group was established by the British Screen Advisory Council (BSAC) and Eurocinema at the request of the European Commission to provide advice and views on behalf of the European film sector during the GATS negotiations. Membership of the Group was determined at a pan-European film industry meeting held in May at Cannes where it was agreed that a smaller expert group should be established to take forward work on GATS issues. The Group comprises film industry representatives from Member States including France, Germany, Italy, Spain, UK, Denmark, and the Netherlands. We are currently extending the membership to include representation from Ireland and Belgium.

EUROPEAN INTERNATIONAL CONTRACTORS - EIC

Mr Karl Roennberg - President

European International Contractors (EIC) represents construction industry federations from 15 European countries and promotes the international interests of the European construction industry in all questions relating to construction activity abroad. This association is registered under German law. The annual volume of international business overseas carried out by those contractors who are represented by EIC's Member Federations amounted in 1999 to € 40 billion. In view of the increasing trend towards cross-border ventures and acquisitions and with regard to the significant importance of foreign construction markets for European international contractors, EIC constitutes a unique forum to cope with emerging challenges within Europe and beyond. www.eicontractors.de

EUROPEAN TELECOMMUNICATIONS NETWORK OPERATORS – ETNO

Mr Michael Bartholomew- Director

Created in 1992, ETNO represents 45 companies from 35 countries which together employ more than 1.1 million members of the European workforce and provide more than 350 million customers with telephony (mobile and fixed), data communications and Internet services. The object of the Association is to encourage and contribute to a constructive dialogue between its members and with other actors involved in the development of the European Information Society, for the benefit of the users. www.etno.be

EUROPEAN RETAIL ROUND TABLE – ERRT

Mr Jan Andreae (Royal Ahold NV) - President

Mr Philip Myers - Director

The ERRT is a policy forum for the largest retailers in Europe. Many of its member companies have operations world-wide. It harnesses their collective vision and creativity to contribute to the debate on major issues facing the European economy and society. ERRT members are key wealth creators for the European Union as well as major employers. Collectively members have a turnover of € 300 billion and 1.5 million employees in Europe. www.errt.net

EUROPEAN SAVINGS BANKS GROUP – ESBG

Mr Chris de Noose – Chairman of the Management Committee

The ESBG was founded in 1963 and represents 25 members from 25 countries with total assets of €2,964 billion,



European Services Forum

total deposits of €1,704 billion, total loans of €1,562 billion, over 70,000 branches and a total staff of more than 700,000. It has established a reputation as the advocate of savings and retail banks' interests and an active promoter of business cooperation in Europe. It is based in Brussels where it shares an office with its sister organisation, the World Savings Bank Institute (WSBI). www.savings-banks.com

FEDERATION OF EUROPEAN CONSULTANCIES ASSOCIATIONS – FEACO

Mr Rémi Redley - Chairman of the Executive Committee

FEACO was formed in 1960 in Paris. In January 1991, FEACO established its operational office in Brussels to develop its relations with international institutions and the European Union. The Federation now counts 23 member associations, one per country. FEACO member associations represent more than 1,100 management consultancy practices with over 57,000 consultants. The total turnover of this group amounts to some €9 billion. The primary purpose of FEACO is to assist in promoting and developing the profession of Management Consultancy in Europe by providing support to its constituent National Association membership. www.feaco.org

FÉDÉRATION DES EXPERTS COMPTABLES EUROPÉENS – FEE

Mr David Devlin - President

Mr Henri Olivier - Secretary General

FEE commenced operations on 1 January 1987. It took over responsibility for the activities previously carried out separately by the Union Européenne des Experts Comptables, Economiques et Financiers (UEC) and the Groupe d'Etudes des Experts Comptables de la CEE (Group d'Etudes). Both organisations had served the European accountancy profession since 1951 and 1961 respectively. The Fédération des Experts Comptables Européens (FEE) is the representative organisation for the accountancy profession in Europe. It groups together 38 professional bodies from 26 countries, including all 15 Member States of the European Union and the 3 main member countries of EFTA. Between them, these bodies have a combined membership of 400,000 individuals, of whom approximately 95% are from EU countries. FEE also co-operates with the professional organisations of Central and Eastern Europe, some of whom are already observer members of FEE. www.fee.be

FÉDÉRATION DE L'INDUSTRIE EUROPÉENNE DE LA CONSTRUCTION – FIEC

Senator Wilhelm Küchler - President

Founded in 1905, FIEC is currently active in 25 countries (17 EU & EFTA, Cyprus, the Czech Republic, Hungary, Poland, Romania, Slovakia, Turkey and Bulgaria) with 32 national member federations representing firms of all sizes (from one person SMEs through to the large firms), of all Building and Civil Engineering specialities and practising all kinds of working methods (whether operating as general contractors or as sub-contractors). FIEC is recognised by the European Commission as "sectoral social partner" in the European social dialogue. www.fiec.org

THE FEDERATION OF PROFESSIONAL INDUSTRY & SERVICE ORGANISATIONS IN ITALY – FITA

Dott. Giovanni Treviso - Director

FITA-Confindustria wishes to lead Professional Services into playing a main role as agents of innovation of the Country, in particular in new technologies, and to innovation in industry, in environmental matters, in financial services, in the reorganisation of the State, in communications and in quality systems. FITA aims at placing Professional Services in a central position both at international and national level, by strongly involving its members in the making of the economic policies of the Country, through the consolidation of the institutional role of the Federation and the definition of the professional skills of the sector. The Federation and its organisations have already acquired significant experience in leading trade union policies. FITA has also participated in talks for the renewal and drawing-up of some collective labour contracts. Through 46 Trade Associations and 98 Territorial Branches in the Provincial Unions of Confindustria, FITA gathers 30,000 enterprises with a total of about 400,000 employees and overall turnover of over 70,000 billion Lira (€135,520 million). Email: fita@fita.it

FRANCE TELECOM

Mr Thierry Breton - Chairman

With over 189,000 employees in over 75 countries, France Telecom provides a wide range of telecommunications



European Services Forum

services to residential, professional and large business customers. Major lines of business include providing public fixed-line voiced telephony services, leased lines and data transmission services, mobile telecommunications services, telecommunications equipment sales and rentals, cable television and broadcasting services, information services, Internet and wireless applications. Information services accounted for 62% of 2000 revenues; mobile communication, 27% and international sales, fixed-line telephony and other, 11%. Consolidated operating revenues at 30th June 2001 were €20.4 billion. www.francetelecom.fr

THE FREE & FAIR POST INITIATIVE

Mr Philippe Bodson - President

The Free and Fair Post Initiative strives to promote liberalisation of postal services and fair competition in the postal sector. To this end, FFPI identifies and sheds light on potential breaches of EU Internal market rules and anomalies on the market. The sphere of FFPI's interest also includes services that are ancillary to postal services, such as communication, transport and logistic. It recognises that the Universal Service Obligation is vital in order to guarantee the supply of fundamental postal services for the benefit of consumers. FFPI has been established as a voluntary, independent, not-for-profit, initiative and does not receive any subsidies from any governmental body and it relies on membership dues and user fees to cover its operating expenses. FFPI is composed of 17 members representing the users of postal services. www.freefairpost.com

GIDE LOYRETTE NOUEL

Mr Dominique Voillemot - Senior Partner

Gide Loyrette Nouel is France's leading law firm. It currently has a staff of 370 lawyers and legal consultants, working in Paris and in its 11 overseas offices, whose firm commitment to quality and creativity enables to provide each client with a service tailored to its needs, whatever its size, country of origin or area of business. The practice areas in which Gide Loyrette Nouel specialises include all the principal branches of business law. www.gide.fr

HERBERT SMITH

Mr. Richard Bond - Senior Partner

Herbert Smith is an international law firm with offices throughout Europe and Asia. With some 188 partners and total staff of more than 1,800, they advise their clients on corporate, finance and dispute resolution matters and offer a range of specialist services. across six additional departments. The six departments are: Real Estate, European Union/Competition, Tax, Employment and Trusts, Intellectual Property/Information Technology and Construction/Engineering. www.herbertsmith.com

IBM CORPORATION

IBM Europe, Middle East & Africa

Mr Hans-Ulrich Maerki – Chairman of the Board of Directors

Incorporated as CT-R in 1911 and renamed in 1924, IBM is now the world's leading information technology company, specialising in the creation, development and manufacture of the industry's most advanced information technologies, including computer systems, software, networking systems, storage devices and microelectronics. IBM is the world's largest IT services company. IBM's services business has grown from a \$4 billion (€4.5 bn) to a \$33.2 billion (€37.2 bn) business in just 10 years. Revenue in 2000 was \$88.4 billion (€99 billion). Number of employees in 2000 was 316,303. www.ibm.com

INTERNATIONAL FEDERATION OF THE PHONOGRAPHIC INDUSTRY – IFPI

Mr Jay Berman - Chairman & Chief Executive

IFPI is the organisation representing the international recording industry. It comprises a membership of 1400 record producers and distributors in 76 countries. It also has national groups in 46 countries. IFPI's international Secretariat is based in London and is linked to regional offices in Brussels, Hong Kong, Miami and Moscow. IFPI's priorities are fighting music piracy, promoting fair market access and adequate copyright laws, helping develop the legal conditions and the technologies for the recording industry to prosper in the digital era and promoting the value of music in the development of economies, as well as in social and cultural life. www.ifpi.org

INTERNATIONAL FINANCIAL SERVICES, LONDON - IFSL

Lord Levene of Portsoken KBE – Chairman



Mr Edward Whitley – Chief Executive

IFSL is the only independent cross-sectoral representative of the UK financial services industry. It is uniquely placed to deliver a focussed and concerted service promoting the industry to enable the UK financial sector to build on its lead, reinforce its global image and develop the scope of its services in the international marketplace. A private sector, not-for-profit membership organisation; funded by its 95 Members, the Bank of England and the Corporation of London, IFSL has 30 years experience of successful promotion of the UK's financial services industry. Through a network of geographic and product committees, IFSL identifies and responds to its Members needs and supports their individual activities. It also works in partnership with them to help in the development of international business. It works closely with Trade Partners UK, the Treasury, the FCO and the DTI to promote the sector. Through links with Government, IFSL has direct access to British Embassies and High Commissions overseas. www.ifsl.org.uk

KPMG

Mr Mike Rake - Chairman KPMG International

KPMG was formed in 1987 with the merger of Peat Marwick International (PMI) and Klynveld Main Goerdeler (KMG) and their individual member firms and is a leading provider of multidisciplinary business services. In 2000, KPMG achieved record revenues of US\$13.5 billion (€ 15.1 billion), an 11 percent increase driven by all of our major service lines. More than 100,000 KPMG professionals in member firms worldwide collaborate across industry, service and national boundaries to deliver professional services in 155 countries. www.kpmg.com

LA POSTE

Mr Jean-Paul Bailly - President

French postal public-sector company La Poste delivers mail and parcels and offers financial and logistics services. State-run La Poste serves some 3.5 million clients a day at some 17,000 postal outlets and 310,000 employees process about 25 billion pieces of mail yearly. Financial services include money orders, checking and savings accounts, mutual funds, and insurance products. Business services include e-commerce and mail management. La Poste also offers Internet access at 1,000 post offices and is starting free e-mail accounts. To extend its parcel delivery reach, La Poste has teamed up with US giant FedEx. Net profit for 2000 was € 139.2 million. www.laposte.fr

LLOYD'S OF LONDON

Mr Nick Prettejohn—CEO

Lloyd's of London is the world's leading insurance market providing specialist insurance services to businesses in over 120 countries. It is the world's second largest commercial insurer and sixth largest reinsurance group. In 2003, 71 syndicates are underwriting insurance at Lloyd's. Approximately 5% of world reinsurance is placed at Lloyd's which also accounts for half of the London market's international insurance premiums. www.lloyds.com

METRO AG

Dr Hans-Joachim Körber - CEO

Metro AG was founded in December 1995. In 1996, several retail chains merged to form the Metro group which is now structured into four fields of business: Metro makro, representing the cash & carry activities; real and extra, for the food retail business; Media Markt, Saturn and Praktiker are the nonfood specialty chains and Galeria Kaufhof stands for the chain of department stores. The group is European and German market leader in cash & carry and media/electronics retail operations and the leading German and second largest European operator of DIY("do-it-yourself")-markets. At the end of 1999, Metro AG had 379 outlets in 20 countries other than Germany. www.metro.de

MM02

Mr Peter Erskine - CEO

mm02 is a leading provider of mobile communications services with 100% ownership of mobile network operators in three countries - the UK, Germany and Ireland - as well as a leading mobile internet portal. All their businesses are branded O2. Additionally, the company has operations on the Isle of Man - Manx Telecom and owns O2 Airwave - an advanced, digital emergency communications service. Their mobile businesses cover some of the largest markets in Europe, with the UK and German markets giving them access to a total population of over 141 million people. They have well-established and profitable mobile businesses in the UK and Ireland, where O2 UK and O2 Ireland



European Services Forum

each have a track record of revenue and growth. They've developed a strong presence in high-value markets through the provision of mobile data and internet services. By 30 June 2003, their business was serving approximately 18.7 million mobile customers in the UK, Germany, Ireland and the Isle of Man. Their combined group turnover for the year ending 31 March 2003 reached £4.874 billion, up 14.5% from the preceding year. Data represented 18.2% of the total service revenues in the 12 months ending 30 June 2003. www.mm02.com

ORACLE: EUROPE, MIDDLE EAST & AFRICA

Mr Sergio Giacometto—Executive Vice President

Oracle's business is information—how to manage it, use it, share it, protect it. For nearly three decades, Oracle, the world's largest enterprise software company, has provided the software and services that let organizations get the most up-to-date and accurate information from their business systems. The 2005 combination of Oracle and PeopleSoft marks a major turning point in the evolution of the software industry. The combined companies are now positioned to deliver a more competitive offering in the enterprise applications market and increase innovation with a larger applications R&D budget. Today, Oracle is helping more governments and businesses around the world become information-driven than any other company.

PORTUGAL TELECOM

Dr. Miguel Horta e Cost - Executive President and CEO

The Portugal Telecom Group is a global telecommunications operator and leader in all the sectors in which it operates. It is also the Portuguese organisation with the greatest national and international projection, with a varied business portfolio in which quality and innovation are determining aspects. It is on a par with the most advanced international companies in this sector. The company's activity covers all segments of the telecommunications sector: fixed and mobile business, multimedia, data and business solutions. These telecommunications services are available in Portugal, in Brazil and on the growing international markets. Portugal Telecom's international presence extends to countries such as Morocco, Guinea Bissau, Cape Verde, Mozambique, Timor, Angola, Kenya, China and São Tome and Principe.

In terms of internationalisation, Portugal Telecom has invested heavily in Brazil, where it is part of the largest company operating in South American: Vivo. Its presence on this market also includes management of data communications networks and a share in the largest Internet portal in Brazil, the UOL.

The company's growth has been consolidated through the development of new businesses in areas of rapid expansion, such as mobile services of voice and data, multimedia and wide band accesses to the Internet. In this way, PT contributes to the development of the Information Society, which is, in fact, a Group priority in the sense that it can develop innovative solutions and respond to the challenges facing companies and individuals today.

At the level of the capital market, Portugal Telecom is the most traded company on the Euronext Lisbon, and is also quoted on the New York stock exchange.

www.telecom.pt

POSTEUROP

Mr Marc Pouw - Secretary General

PostEurop, the Association of European Public Postal Operators, is a non profit organisation and a restricted union of the Universal Postal Union (UPU). It was set up in 1993 by 26 Public Postal Operators (PPOs) whose main objective was to strengthen their cooperation. Today, PostEurop has 42 Members and continues to grow. PostEurop's mission is to increase by co-operative efforts, the opportunities for Members to improve their performance, and thereby to enable them to fulfil their obligations and fully meet the needs of their customers. It provides a network through which its Members can share expertise and experience, and a forum where international pressure groups can address the entire European postal service network. www.posteurop.org

POSTE ITALIANE S.p.A

Mr Massimo Sarmi - CEO

Poste Italiane S.p.A. with its 166,000 people and about 14,000 post offices is one of the most important services enterprises in Italy. It is a limited liability company and provides postal services (with the obligation to provide the universal postal service), financial services (payment and savings collection services), electronic communication



European Services Forum

services and telecommunication services. Mail, with 55% of the total revenues, represents the core business of Poste Italiane, while Bancoposta (Financial service) with 37% and Parcel Express Courier (6%) represent the other main sources of the company. From the beginning of its transformation process in 1998, until 2001, Poste Italiane has had an increase of 25% of its revenues. www.poste.it

PRICEWATERHOUSECOOPERS

Mr Samuel A. DiPiazza, Jr - Global CEO

PricewaterhouseCoopers (www.pwcglobal.com), the world's largest professional services organisation, helps its clients build value, manage risk and improve their performance in an Internet-enabled world. Drawing on the talents of more than 150,000 people in 150 countries, PricewaterhouseCoopers provides a full range of business advisory services to leading global, national and local companies and to public institutions. These services include audit, accounting and tax advice, management, information technology and human resource consulting; financial advisory services including mergers and acquisitions, business recovery, project finance and litigation support; business process outsourcing services; and legal services through a global network of affiliated law firms. PricewaterhouseCoopers had worldwide revenues of \$22.3 billion (€25 billion) for the fiscal year-ended 30th June 2001. It employs 76,000 people in 42 European Countries; 58,000 people work in the EU Member states, in 359 offices - making PricewaterhouseCoopers one of the largest employers in Europe.

PRUDENTIAL PLC.

Mr David Clementi – Chairman

Established in 1848, today Prudential plc is a leading international financial services company with some 16 million customers, policyholders and unit holders and some 20,000 employees world wide. In the UK Prudential is a leading life and pensions provider with around seven million customers. M&G was acquired by Prudential in 1999 and is the Group's UK and European fund manager, responsible for managing over £112 billion of funds (as at 31 December 2002). Launched by Prudential in 1998, Egg is an innovative financial services company, with almost 2.9 million customers, with a five percent share of credit card balances. In Asia, Prudential is the leading European life insurer with 23 life and fund management operations in 12 countries serving some four million customers. In the US, Prudential owns Jackson National Life, a leading life insurance company, and has more than 1.5 million policies and contracts in force. www.prudential.co.uk

THE CONFEDERATION OF FINNISH INDUSTRIES –EK

EK is the central employers' organisation of private service industries in Finland. The organisation, founded in 1945, is the guardian of interests of its member enterprises in all national labour related matters, business and social policy issues both in national and EU level, as well as in the liberalisation of the global services markets within the WTO framework. PT represents total of 9.000 enterprises employing over 363.400 employees. PT is composed of thirteen employers' associations including Employers' Associations of commerce, banking, insurance, information technology, property maintenance, hotels and restaurants, employment agencies, transport, education, social and health services and pharmacies. Membership is based on freedom of association. www.ek.fi

ROYAL AHOLD NV

Mr Anders Moberg - President and CEO

This Dutch company is a rapidly growing international food provider with over 8,500 supermarkets, hypermarkets and other store formats in the United States, Europe, Latin America and Asia. Annual sales exceed €52 billion. Ahold employs almost 450,000 associates and services the needs of over 35 million customers in 25 countries every week. The company has significant activities in the foodservice industry and in business-to-consumer and business-to-business e-commerce. www.ahold.com

ROYAL BANK OF SCOTLAND

Mr Fred Goodwin - Group Chief Executive

The Royal Bank of Scotland Group, founded in 1727, is one of Europe's leading financial services groups. It is the second largest bank in the UK and in Europe and ranks fifth in the world. In March 2000, The Royal Bank of Scotland Group completed the acquisition of NatWest in a £21 billion deal that was the largest takeover in British banking history. The enlarged Royal Bank of Scotland Group has a market capitalisation of £43.1 billion as at 31 December 2002, compared with £19.7 billion immediately after the takeover. It has more than 20 million UK



European Services Forum

personal customers, 2,287 UK branches and total assets at 30 June 2002 of £397 billion. The Group employs over 111,000 staff worldwide. In addition to the UK, the Group has offices in Europe, the US, and Asia. A strategic alliance with SCH of Spain provides scope for development of financial service activities across Europe. Tesco Personal Finance, a joint venture with Tesco, is one of the main supermarket banking brands in the UK. www.royalbankscot.co.uk

SIEMENS AG

Mr Heinrich v. Pierer - President and Chief Executive Officer

On October 1, 1847, Werner von Siemens and Johann Georg Halske founded the company that developed into today's Siemens AG, which was formed in 1966.

Services:

Business Services – Consulting, IT Availability, IT Security, Operation Related Services, Solutions.

Energy Services - Power Generation, Power Transmission and Distribution.

Financial Services - Equity Investment, Institutional Asset Management, Insurance Broker, Mutual Funds, Pension Advisory, Project & Export Finance, Receivables Financing, Sales Financing, Treasury & Financing Services, Venture Capital.

Industrial Services – IT Solutions, Plant Services, Product Services.

Training – Consulting and Career Development, Language Services, Online Booking (including Product Training), Retraining, Standard Trainings.

Transportation

As of September 30, 2002, Siemens employed 426,000 in over 190 countries worldwide. Net income for 2002 was Euro 2,597 million. www.siemens.com

SVENSKT NÄRINGS LIV

(Confederation of Swedish Enterprise)

Mr Michael Treschow - Chairman

The Confederation of Swedish Enterprise represents companies in Sweden. Our long-term goal is for Sweden to return to a leading position in the international prosperity league. In order to achieve this, a coalition of broad interests relating to the value of entrepreneurship and entrepreneurial spirit is required. Our assignment from our member organizations and member companies is to enhance understanding of companies' reality and to work to achieve the best possible conditions for all companies in Sweden to operate and grow. The Confederation of Swedish Enterprise represents approximately 46,000 large and small member companies, which are organized in 52 sector and employer associations. The associations are the Confederation's members, which is why the central organization and member organizations are to be regarded as a single unit. www.svensknaringsliv.se

TELECOM ITALIA

Mr Carlo Buora—CEO

As Italy's leading Information and Communication Technology enterprise, **Telecom Italia's** status as one of Europe's most solid and profitable blue-chip companies is based on its competitive abilities, which in turn are the result of innovation, service quality and a focus on the customer.

The Telecom Italia Group is the expression of a telecommunications heritage spanning more than 100 years, combined with a significant presence in media, the Internet and leading edge Information Technology. The Group is committed to research and development of the technologies of the future.

The Telecom Italia Group comprises **Telecom Italia, TIM (*) Finsiel, Olivetti Tecnost, Telecom Italia Lab** and **Telecom Italia Media**.

www.telecomitalia.it

TELEFÓNICA SA

Mr César Alierta Izuel - Chairman

Spain's onetime phone monopoly, Telefónica, is a global telecommunications operations leader among Spanish and Portuguese-speaking populations. Worldwide, it operates about 42 million fixed lines, including about 20 million in Spain. The company's wireless unit, Telefónica Móviles, has more than 14 million subscribers in Spain and among about 25 million overall. It obtained third generation (UMTS) licenses in Spain, Germany, Italy, Switzerland and



European Services Forum

Austria, thus expanding Telefónica's sphere of influence to the European market. Telefónica is also the largest shareholder in the Terra Lycos Internet portal with more than 6 million subscribers and 10,000 million pages visited, providing pay-TV service to about 1 million subscribers. Telefónica ranks as a second to one multinational company in Spain in terms of earnings and market capitalisation, with 148,000 active employees, 60 million customers and operating revenues of €28,500 million in the year 2000. www.telefonica.es

TPG

Mr Peter Bakker - Chairman of the Board of Management and CEO

With their Head Office in Amsterdam, TPG is the holding company of Royal PTT Post and TNT. They are a global player, with 130,000 employees in 58 countries providing services in over 200 countries worldwide. Net income for 2000 was €526 million. www.tntpost.com

TUI AG

Dr. Michael Frenzel – Chairman of the Board of Management

The change undergone by Preussag AG in becoming the world's largest tourism group was completed on 26th June 2002 with its name change to TUI AG. Today with the acquisition of strong brands and collaboration with strategic partners they cover 90% of the European tourism market. TUI AG now includes 81 tour operator brands, over 3,700 travel agencies, 88 aircraft, 32 incoming agencies and 150,000 beds in 285 hotels. In addition, around 1,600 business travel professionals in over 60 countries look after their business customers worldwide. In addition to TUI, the best known brands in TUI AG include the brands of the former Thomson Travel Group in the UK, now called TUI UK (Thomson, Crystal, Lunn Poly), the former Scandinavian Fritidsresor group, now called TUI Nordic (Fritidsresor, Star Tour, TEMA), and the airlines Hapag-Lloyd Flug and Britannia. The Group portfolio is complemented by the logistics division operated by Hapag-Lloyd AG and the energy division with its oil and gas production business. In the 2001 financial year, the 70 000 employees of TUI AG generated a turnover of around Euro 22 billion. www.tui.com

UNICE

Mr. Jürgen Strube - President

An essential link between the business world and the EU institutions, the Union of Industrial and Employers' Confederations of Europe is an independent organisation whose is active in European affairs since 1958. UNICE's members are 33 central industrial and employers federations from 26 countries, working together to achieve growth and competitiveness in Europe. UNICE's mission is to promote the common professional interests of the firms represented by its members. UNICE is the official voice of more than 16 million small, medium and large companies active in Europe, employing over 106 million people. www.unice.org. President Strube is also CEO of the German Chemical Company BASF.

UNICE WTO WORKING GROUP

<http://wto.unice.org/>

UNIQA VERSICHERUNGEN AG

Dr Konstantin Klien - General Direktor

www.uniqa.at

UNIVERSAL MUSIC INTERNATIONAL

Mr John Kennedy - President and CEO

Universal Music International is a division of Universal Music Group, the world's leading music company with wholly-owned record operations or licensees in 71 countries. Its businesses also include Universal Music Publishing Group, one of the industry's largest global music publishing operations. Universal Music Group consists of record labels Decca Record Company, Deutsche Grammophon, Interscope Geffen A&M Records, Island Def Jam Music Group, Lost Highway Records, MCA Nashville, Mercury Nashville, Mercury Records, Philips, Polydor, Universal Music Latino, Universal Motown Records Group, and Verve Music Group as well as a multitude of record labels owned or distributed by its record company subsidiaries around the world. The Universal Music Group owns the most extensive catalog of music in the industry, which is marketed through two distinct divisions, Universal Music Enterprises (in the U.S.) and Strategic Marketing and Commercial Affairs (outside the U.S.). Universal Music Group



European Services Forum

also includes eLabs, a new media and technology division. Universal Music Group is a unit of Vivendi Universal, a global media and communications company. www.umusic.com

VEOLIA ENVIRONNEMENT

Mr Henri Proglia – Chairman of the Board of Management

Veolia Environnement, the world leader in environmental services, operates on all five continents. They provide tailored solutions to manufacturers and local authorities alike, via their four complementary business sectors: water management, waste management, energy management and passenger transport management.

www.vivendienvironnement.com

VODAFONE GROUP PLC

Mr Arun Sarin - CEO

Vodafone is one of the world's largest mobile telecommunications network companies. Vodafone Group has equity interests in 26 countries and Partner Networks in a further 9 countries. At 30th June 2003, based on the registered customers of mobile telecommunications ventures in which it had ownership interests at that date, the Group had approximately 122.7 million customers calculated on a proportionate basis in accordance with the Company's percentage interest in these ventures. The Company is a public limited company incorporated in England and Wales. The Company had a total market capitalisation of approximately £86 billion at 23rd May 2003, making it the second largest company in the Financial Times Stock Exchange 100 index, or FTSE 100, and the eleventh largest company in the world based on market capitalisation at that date. www.vodafone.co.uk

WHITE & CASE LLP

Mr Alastair Sutton – Senior Partner

Mr. David Hartridge—WCI Consulting Geneva

White & Case is a leading provider of legal and consulting services and employs approximately 500 lawyers in its various offices in Berlin, Bratislava, Brussels, Budapest, Dresden, Düsseldorf, Frankfurt, Hamburg, Helsinki, London, Milan, Moscow, Paris, Prague, Rome, Stockholm and Warsaw. White & Case opened its European presence in Paris in 1920 and remains committed to expanding its European operations. Our recent mergers with established Belgian, German and Italian law firms and the opening of new offices in Geneva cement White & Case's need for greater and surer market access for European services exports. www.whitecase.com
