

Agenda: Reinforcing trust through better regulatory delivery.

Introduction	13.30 – 13:40
Nick Malyshev Head of Division, Regulatory Policy Division, OECD	
<i>Building Trust Through Regulatory Excellence</i>	13:40 – 13:50
Cary Coglianese Edward B. Shils Professor of Law and Director of the Penn Program on Regulation, University of Pennsylvania	
<i>Behavioral Insights about Trust and Compliance</i>	13:50 – 14:00
Benjamin van Rooij Chair in Law and Society, University of Amsterdam, School of Law, Global Professor of Law, University of California, Irvine, School of Law	
<i>Regulation, Regulatory Delivery, Trust and Distrust: Avoiding Vicious Circles</i>	14:00-14:10
Florentin Blanc Senior Policy Analyst, Regulatory Policy Division, OECD	
Q&A session	14:10 – 14:25
Break	14:25 – 14:35
Interactive introduction to the topic of trust and language	14:35 – 14:45
<i>The language of Trust</i>	14:45 – 14:55
Zoe Adams Teaching Fellow, Linguistics department, Queen Mary's University	
Discussion about trust with participants	14:55 – 15:10
Break	15:10 – 15:25
<i>Enhancing institutional-based trust: the Hellenic Competition Commission case study</i>	15:25 – 15:35
Ioannis Lianos President of the Hellenic Competition Commission	
<i>Economic Regulation at a crossroads - a brave New World</i>	15:35 – 15:45
Michelle Ashford Chief Operating Officer, Water Industry Commission for Scotland (WICS)	
<i>Fostering Regulatory Trust through Transparency and Dialogue</i>	15:45 – 15:55
Mariana Pereira Executive Board Member, Energy Services Regulatory Authority, Portugal (ERSE)	
<i>Trust, the intangible factor of Regulation</i>	15:55 – 16:05
Maria de Benedetto Professor of Administrative Law, Roma Tre University	
<i>Putting Trust to Work: Outcome-Based Cooperative Regulation</i>	16:05 – 16:15
Christopher Hodges Emeritus Professor of Justice Systems and Fellow of Wolfson College, University	

of Oxford	
Q&A session	16:15 – 16:20
Wrap up Naundorf Stephan Chair of the Regulatory Policy Committee of the OECD	16:20 – 16:30