

IATA Cargo Claims and Loss Prevention Conference

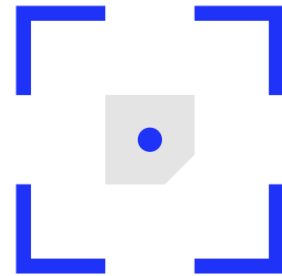
29 – 31 October 2019, Amsterdam, Netherlands





IATA Cargo Claims and Loss Prevention Conference

29 – 31 October, Amsterdam, Netherlands



Welcome Address

Christian Piaget

Senior Manager, Cargo Border Management & Claims

IATA





#IATA_Cargo



coffee break



IATA Competition Law Compliance

Do not discuss:

- Pricing, including fares, service charges, commissions, etc.
- Bids on contracts or allocation of customers
- Geographic/Product market allocations and marketing plans, including
 - Expanding or withdrawing from markets
 - Group boycotts
 - Your commercial relations with agents, airlines or other third parties

Any discussion aimed at influencing the independent business decisions of your competitors

You will be asked to leave the meeting, and the meeting may be terminated, if the above-mentioned discussions occur.

Remember: All discussions count, even informal ones outside the meeting room!



Thank you to all our sponsors!



Shaping Europe's smartest cargo hub at Amsterdam Airport



Keynote Address

Marcel de Nooijer

EVP Air France KLM Cargo &
Managing Director Martinair



IATA Air Cargo Operations Conference 2019

Marcel de Nooijer

EVP Air France KLM Cargo & Managing Director Martinair Holland



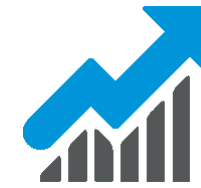
100 Jaar





Market position AFKL Cargo

We have built a strong air cargo cluster



5

Global Cargo Carrier

#2 & #3

European Cargo Hubs

€ 2.3 bln

AFKLMP 2018 turnover

3.8 %

Global Market share

130+

Direct ICA connections

1.1 mln

AFKLMP Freight Tons

100+

European trucking stations

1.100

Weekly flown frequencies

3867

Staff

Source: IATA & internal reports 2018



AFKL Cargo – innovation and transformation

Maximize our contribution to AFKL by ensuring that we are our customer's preferred partner by delivering our promise in a transparent, easy to connect way, in a sustainable manner and at competitive price

CARGO BASELINE 2016-2018

From restructuring to new business development

- › Restructured capacity:
 - › freighter fleet reduced from 11 to 4
 - › fixed cost adapted
 - › phasing out Combi
- › Focus on:
 - › **Customer preference**
 - › Growth segments: SME customers, fresh, pharma, express and e-commerce
 - › Effective **partnerships**: horizontal and vertical
 - › **Digitization** as a key enabler
 - › **Compliance** and **sustainability**



2020 HORIZON

Innovation & transformation initiatives

- › Renewing our legacy systems
- › State of the art revenue management
- › Personal toolbox - myCargo
- › Digitization of commercial processes
- › Digitization of operational processes
- › Growing cross border parcel market
- › Platform distribution and ecosystems strategy
- › Developing an integrated sustainability practice

Key drivers for next level process control

Important role for digitalization



Compliance
demand



Digital
revolution



Customer
expectations



Sustainability



COMPLIANCE: 'our license to operate'

Growing burden of compliance rules by authorities

Lack of equipment means some Dutch soldiers can't patrol in Mali: AD

Society December 27, 2016

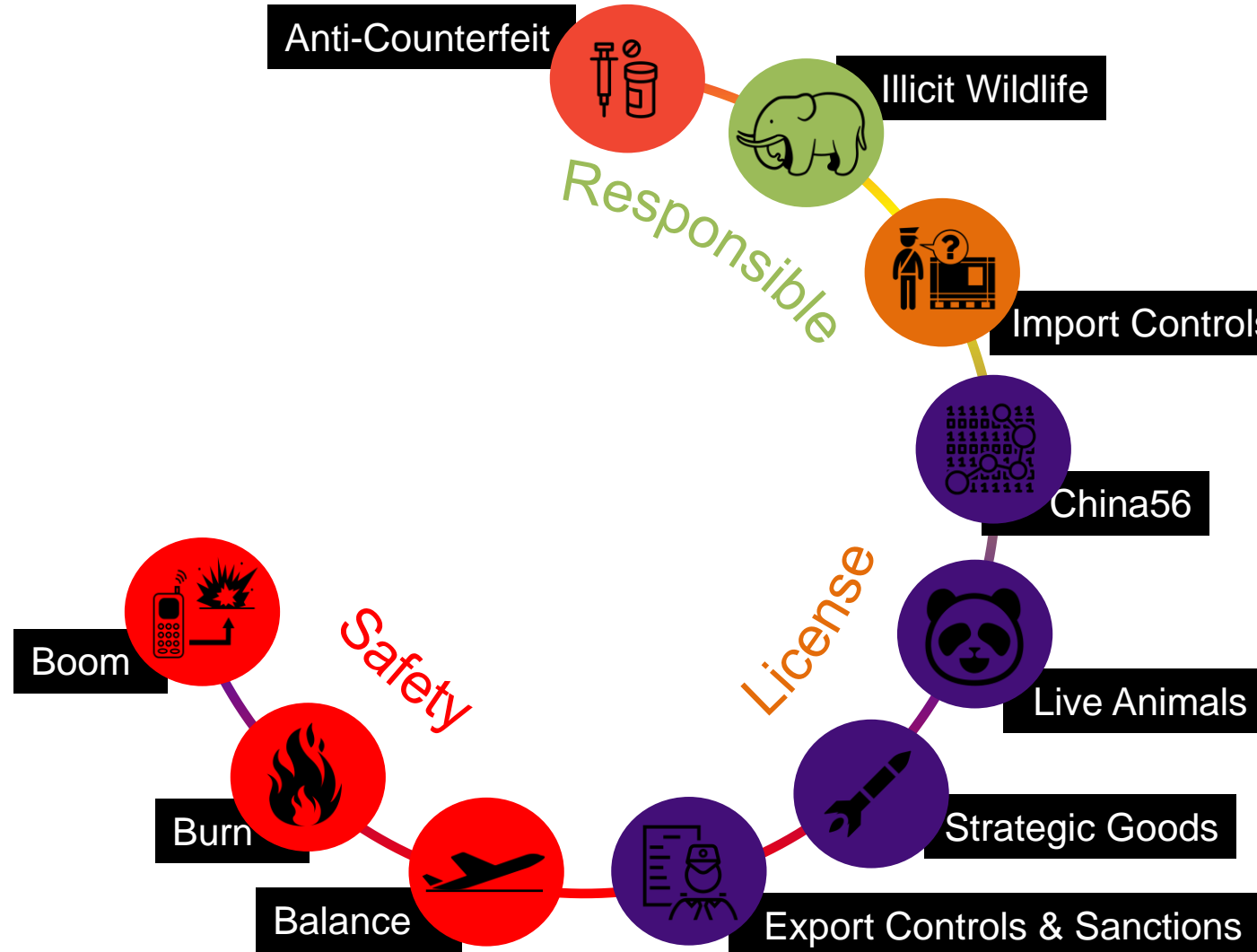


Libya: "It is nothing new that France is violating the arms embargo"



Members of forces allied to Libya's internationally recognized government look at the American Javelin anti-tank missiles, which were confiscated from eastern forces led by Khalifa Haftar in Gharyan, displayed for the media in Tripoli, Libya. (AP/UTS/Anadolu Agency)

According to a Pentagon investigation released Tuesday evening by the New York Times, a batch of US-made Javelin-type missiles found in Gharyan, 8km south of Tripoli, belonged to France.



The duty to investigate
If one contrasts this risk with the developments in international trade – especially the limited transactional

The extensive scope of the applicable regulation in combination with the wilfulness criterion applied by the Dutch court, effectively resulted in a kind of strict liability for TSPs failing to obtain the required licence.



CUSTOMER EXPECTATIONS

Higher expectations vs lower total shipment cost



Speed , 24 /7



Transparency



Real Time



Efficiency



Reliability

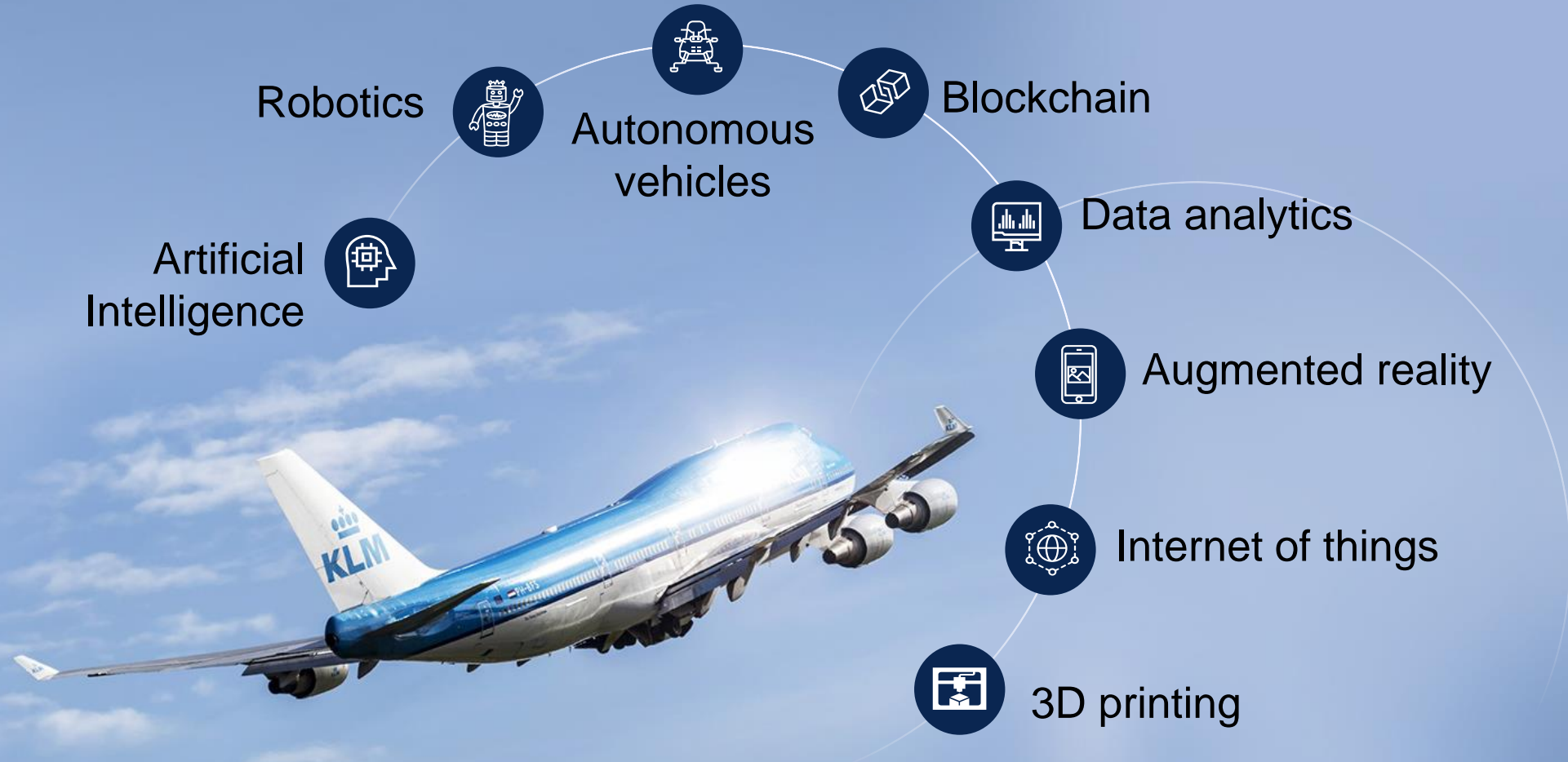


Cost reduction

In a globalization and e-commerce context, shippers and business customers hold a higher standard for the air freight industry than before

Digital Revolution

New technology to support processes



Live up to customers expectations

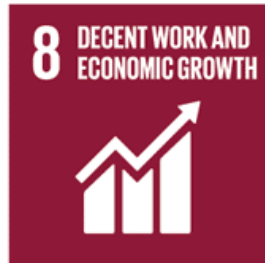


Our effort in sustainability

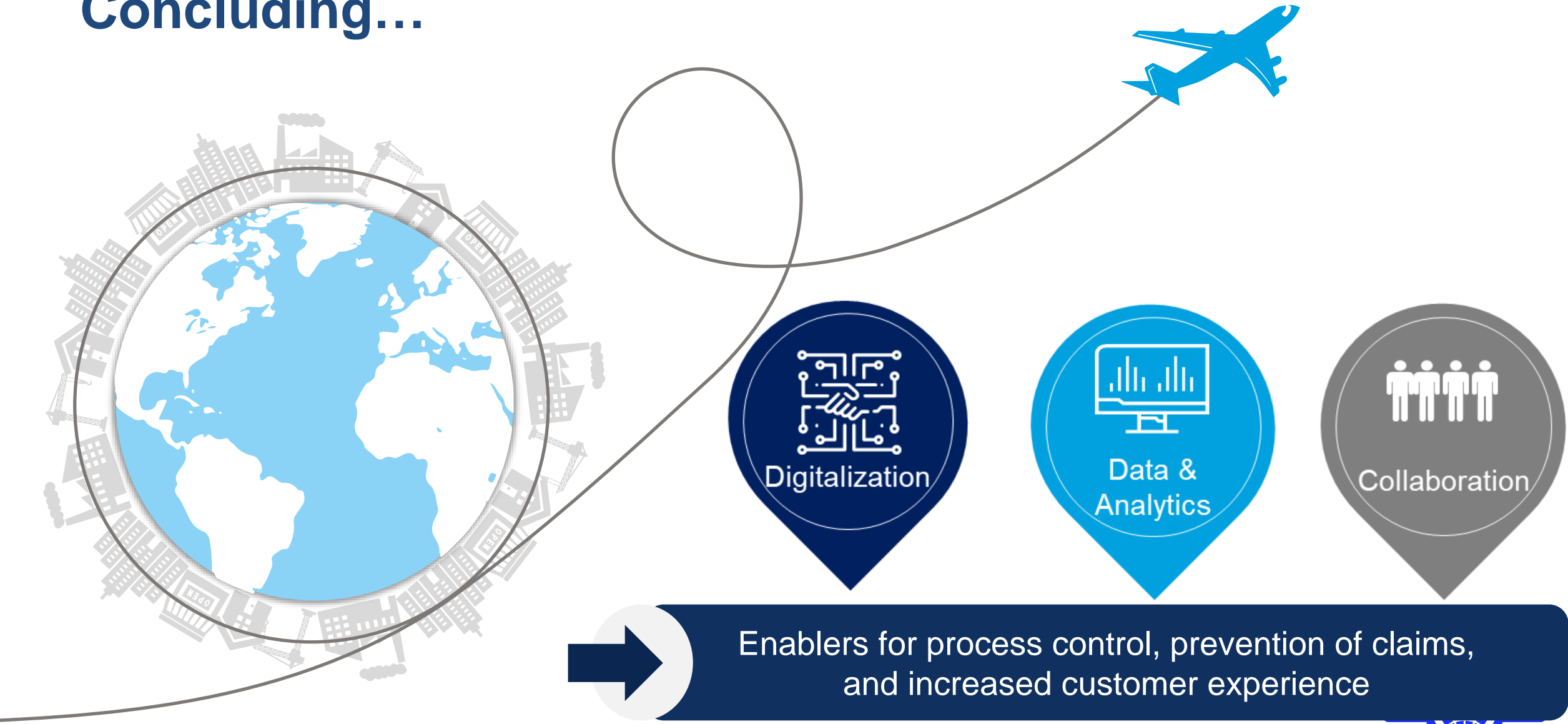


Sustainability is an integral part of our operations since it is our license to grow

- › Innovation
 - › Bio-fuel
 - › Fuel savings
 - › Non-hazardous waste
 - › CO2 calculation and compensation
 - › Fly Responsibly
-
- › #1 Dow Jones Sustainability Index



Concluding...



Case Studies

Francis Montbach

Partner

Mount Cotton Wollan
& Greengrass

Bart Banino

Partner

Condon & Forsyth

Dan Soffin

International Aviation Legal,
Commercial and Operations Expert



IATA Cargo Claims and Loss Prevention Conference

Case Studies

- 1. The Spears That Didn't Pass The "Smell Test"*
- 2. Football "Remains" A Most Popular Sport*
- 3. Oktoberfest In The Shire Down Under*



Bart Banino:

Frank Montbach:

Dan Soffin:

Partner, Condon & Forsyth LLP

Partner, Mound Cotton Wollan & Greengrass LLP

International Cargo Advisory Services



Claims: A Failure of Quality Management?

Christopher Davies
Technology & Product Manager
CargolQ





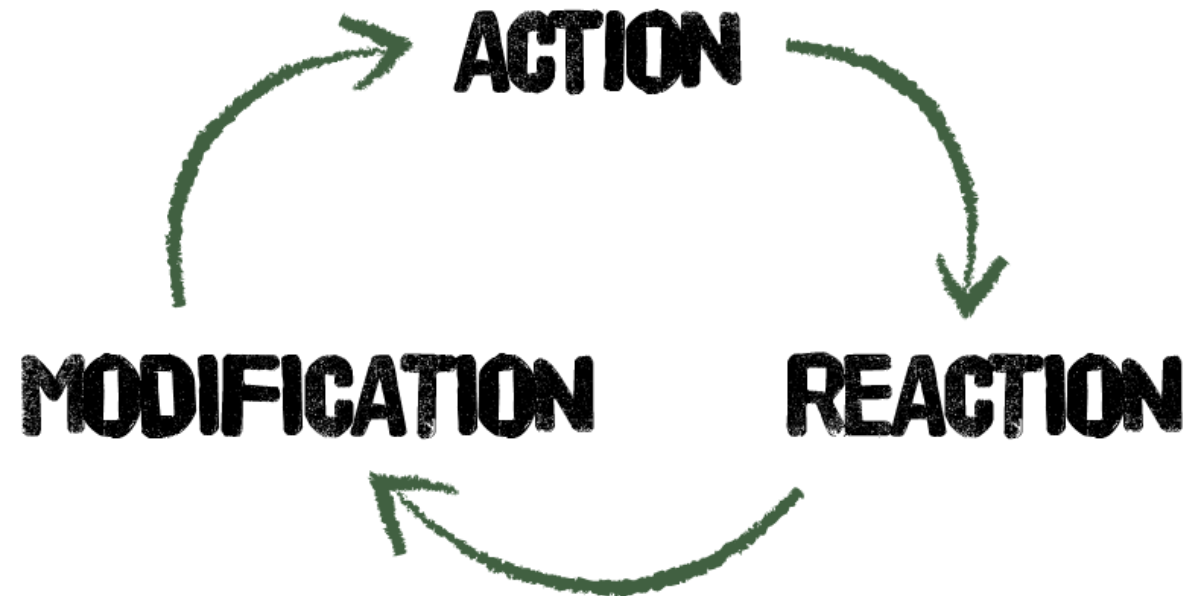
Chris Davies, Cargo iQ

Manager, Technology & Products



Are successful claims
the result of a failure in
Quality Management?

Is there a feedback
loop to operations and
commercial teams?



CARGO iQ

visibly better



Real-time End-to-End
transparency in planning and
execution of air cargo shipments



The Industry Quality
Management System for
Service Delivery



Standards and practices that
effectively facilitate ever evolving
business models and needs

Plan · Deliver · Learn | Together

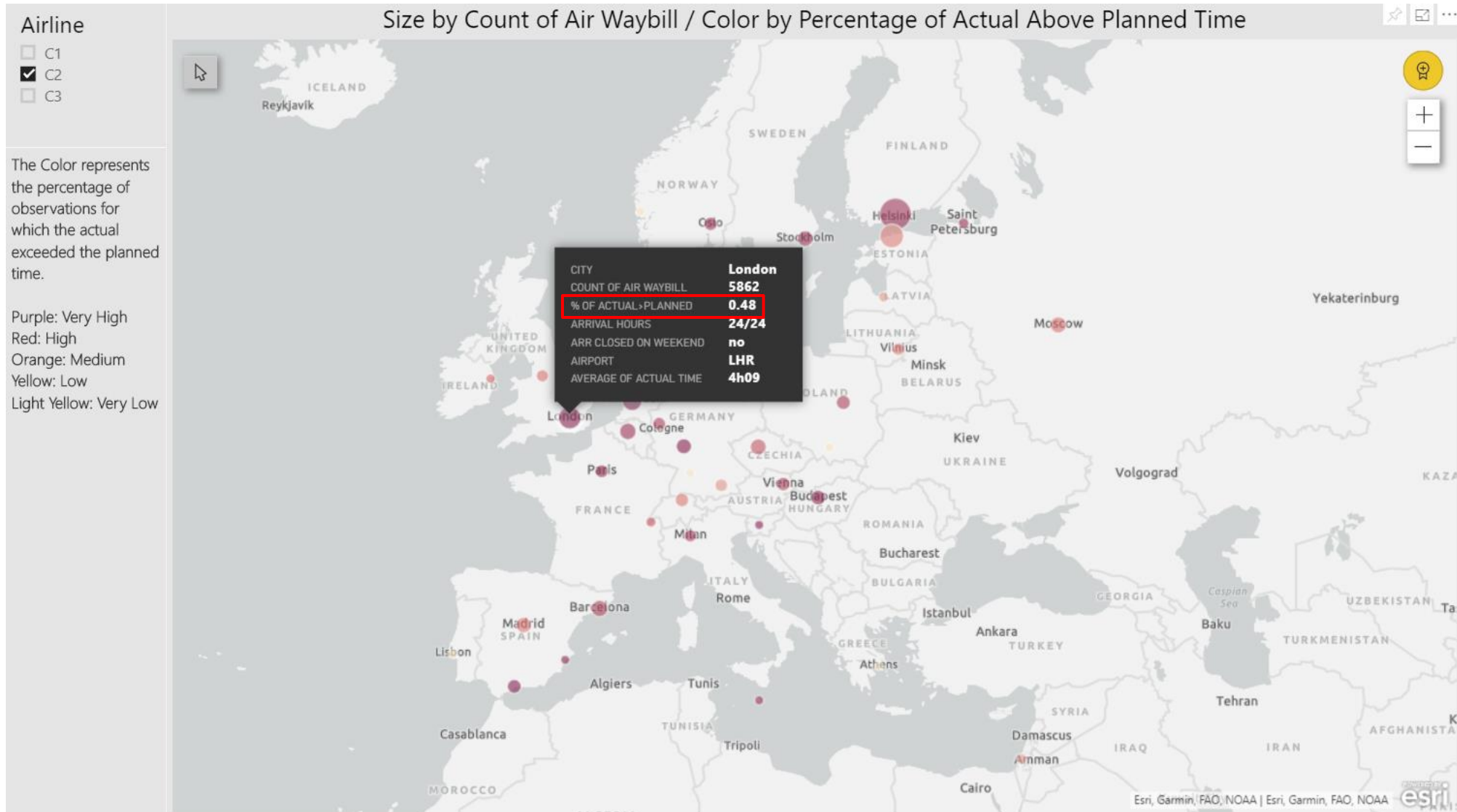
Clear Service Commitments

Clear Process Milestones

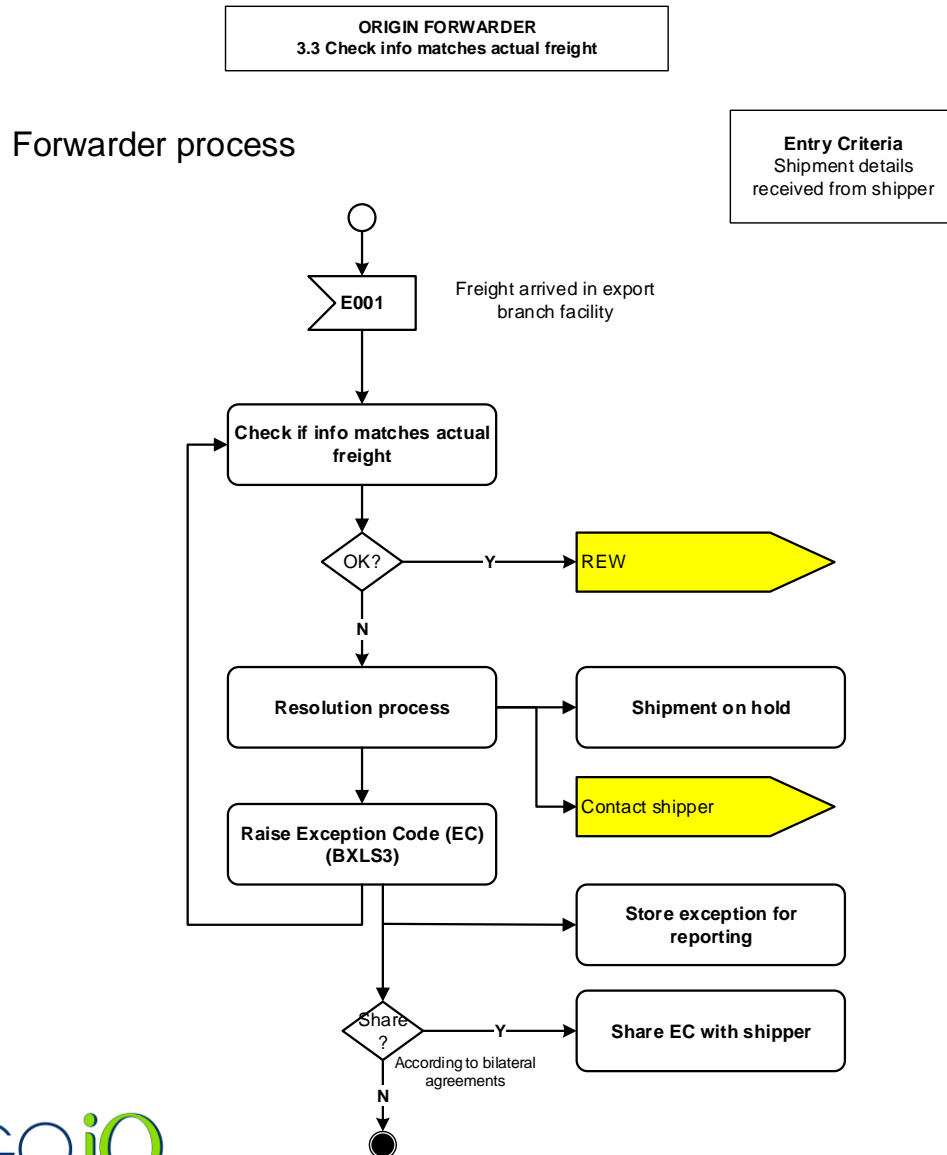
Clear and Useful Evaluation



Buy what you need | Deliver what you sell



Exception Handling Standards



Enabling service
recovery

Aiding the investigation
of claims

Preventing claim
submission through
incident visibility

A focus on intelligence

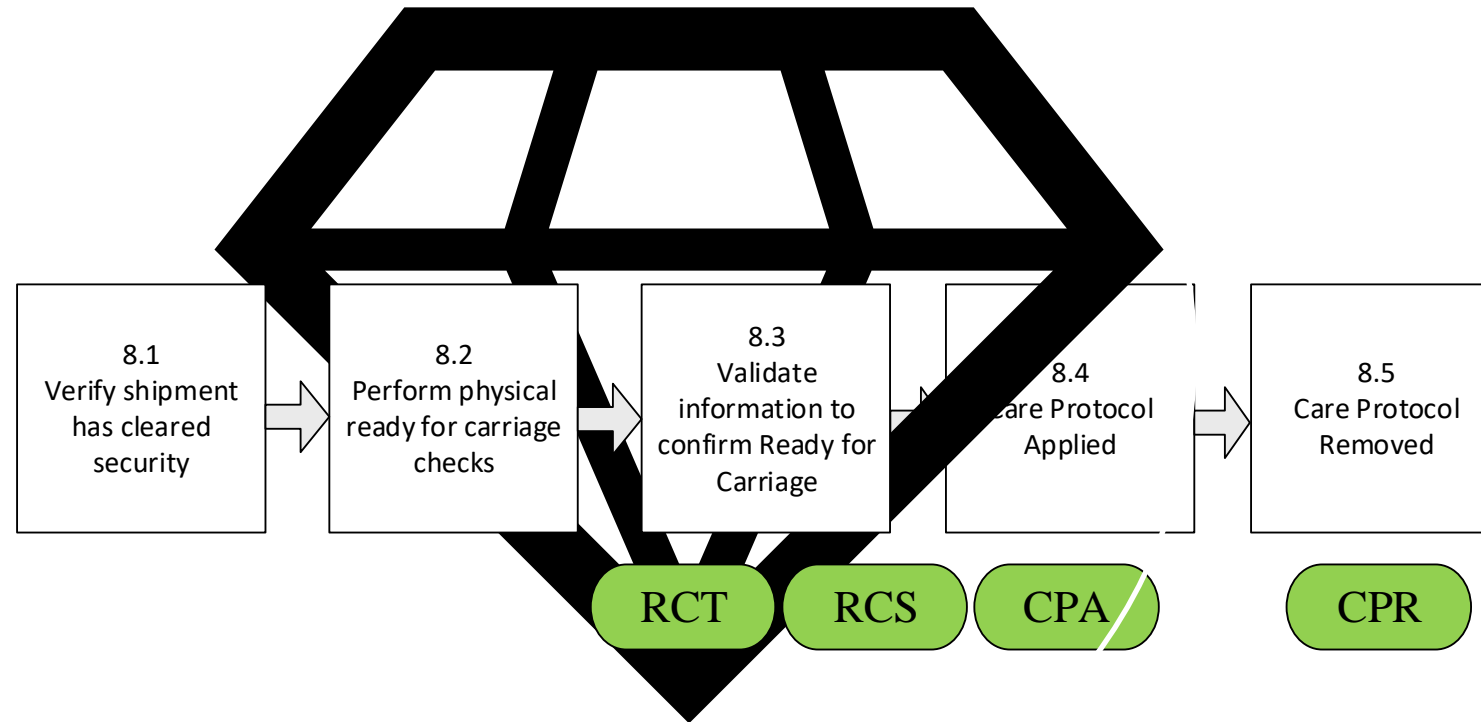


Home Lane View Process View

Lane view for airline DEMO



More than just movement



Embrace the claim!





спасибо 谢谢
GRACIAS

THANK YOU

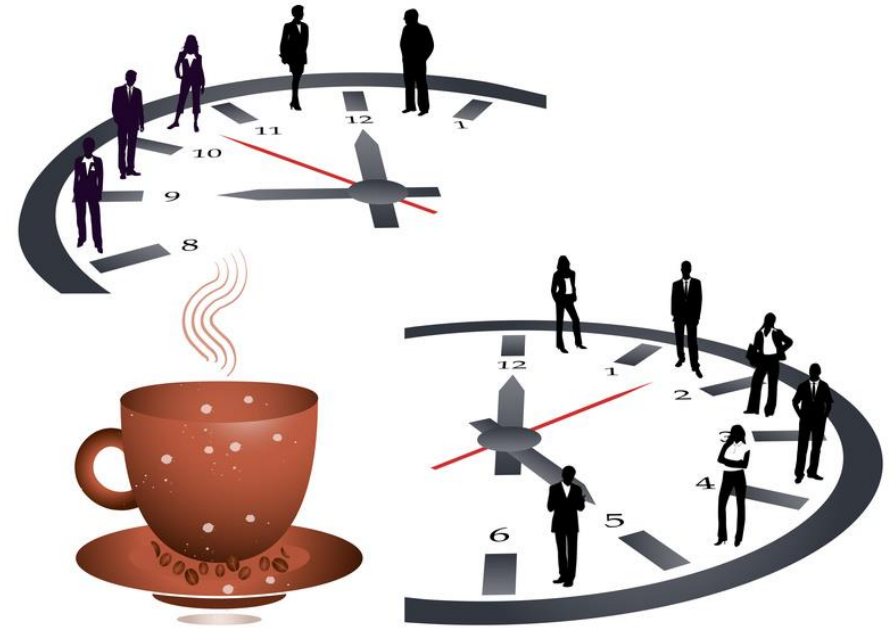
ありがとうございました **MERCI**

DANKE धन्यवाद

شُكراً **OBRIGADO**

Networking break 10:30 – 11:00

Kindly sponsored by;



Experts Panel

Moderator:

Sebastian Cosgrove

Manager, Cargo Customer
Relations

Air Canada

Panelists:

Courtney Buckwalter,

Manager Cargo Claims & Loss Prevention, United Cargo

Joyce Kors-Oudendijk, Cargo Claims Consultant, KLM

Dave Suhajda,

Senior Manager Claims & Systems, Polar Air Cargo & Atlas Air

Max Zaccar, Chairman, Commercial Insurance





IATA Cargo Claims & Loss Prevention Experts Panel

Moderator

Sebastian Cosgrove, Manager, Cargo Customer Relations, Air Canada

Panelists

Courtney Buckwalter, Manager Cargo Claims & Loss Prevention, United Cargo

Joyce Kors-Oudendijk, Cargo Claims Consultant, KLM

Dave Suhajda, Senior Manager Claims and Systems, Polar Air Cargo and Atlas Air

Max Zaccar, Chairman, Commercial Insurance

Flight Plan

- Panel Introductions
- Expert Opinions
 - Submitted questions
 - Fresh
 - Controlled substances
 - Contract of Carriage / Intents
 - Freighters
 - Insurance
 - Conventions
- Audience Q & A



Note that answers will be provided in the full copy of the presentation emailed to participants after they complete the online satisfaction survey.



Perishables

Questions for the panel:

- What is the definition of Perishable Cargo?



Pharmaceuticals

Situation: Non declared pharmaceuticals packed into an RKN (active temperature-controlled unit) with a description of Consolidation with no declared value for customs or the carrier.

Questions for the panel:

- How would you address a potential lack of space in the assigned RKN area?
- Lack of or no electrical outlets?
- No electricity to charge the shipment for the time it will be in the carrier's facility?



Controlled Substances

Situation: Carriage and handling of controlled substances such as cannabis.

Questions for the panel:

- How is your airline handling the carriage of such goods?
- What safety mechanisms do you have in place to ensure that the product remains secure?
- What packaging requirements is your airline following for this commodity?
- How do you ensure that the shipper / importer is legally able to ship/receive the goods?
- What are some of the challenges you've faced with this commodity?



Contract of Carriage

Situation: The Contract of Carriage directly references the time parameters and requirements for filing a notice of intent for damage or loss.

Questions for the panel:

- Is there a similar legal regime or industry standard when a claimant or their legal representative decide to move forward with litigation?
- Is there a set of principles acknowledging the requirements or guidelines regarding this process?



Contract of Carriage

Questions for the panel:

- International Conditions of Contract defines CARRIER “includes the air carrier issuing this Air Waybill and all carriers that carry or undertake to carry the cargo or perform any other services related to such carriage.” Is this subject to warehouse vendors, trucks, interline, or joint ventures or does this include the freight forwarders aka customers of the carrier?



Intent to Claim

Situation: A customer files an intent to claim with the third-party handler.

Questions for the panel:

- Does a notice of intent still hold validity when submitted to the carrier's service partner or third-party handler?

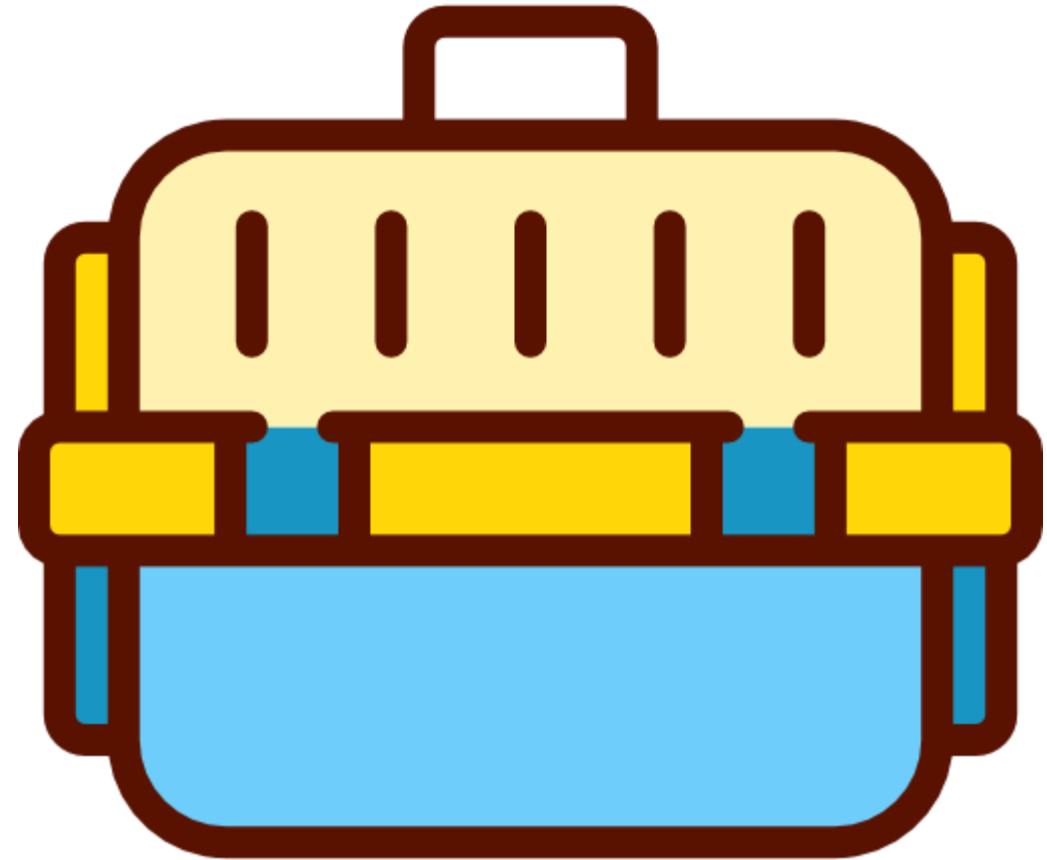


Live Animal Shipments

Situation: A pet owner is claiming for a high amount for the loss of their pet.

Questions for the panel:

- Even when no liability lies on the carrier, how do you deal with such cases?
- Would a waiver help?
- What if the animal is confiscated at destination by authorities due to inadequate packaging. Is the airline liable for the contents and storage/quarantine/destruction?



Freighter – Service Guarantee

Situation: Cargo moving on a passenger airline is subject to removal for weight and balance; however, a customer booked on a freighter to avoid this situation and yet their freight was still removed.

Questions for the panel:

- When a customer books on a freighter, what is the contractual agreement between the carrier and the customer?
- Should it be treated as a speciality product with a guarantee of reimbursement if misloaded?



Claims Experience

Situation: A customer's shipment arrives damaged, but the airline has no notation of it on file. They are invited to a survey but do not attend.

Questions for the panel:

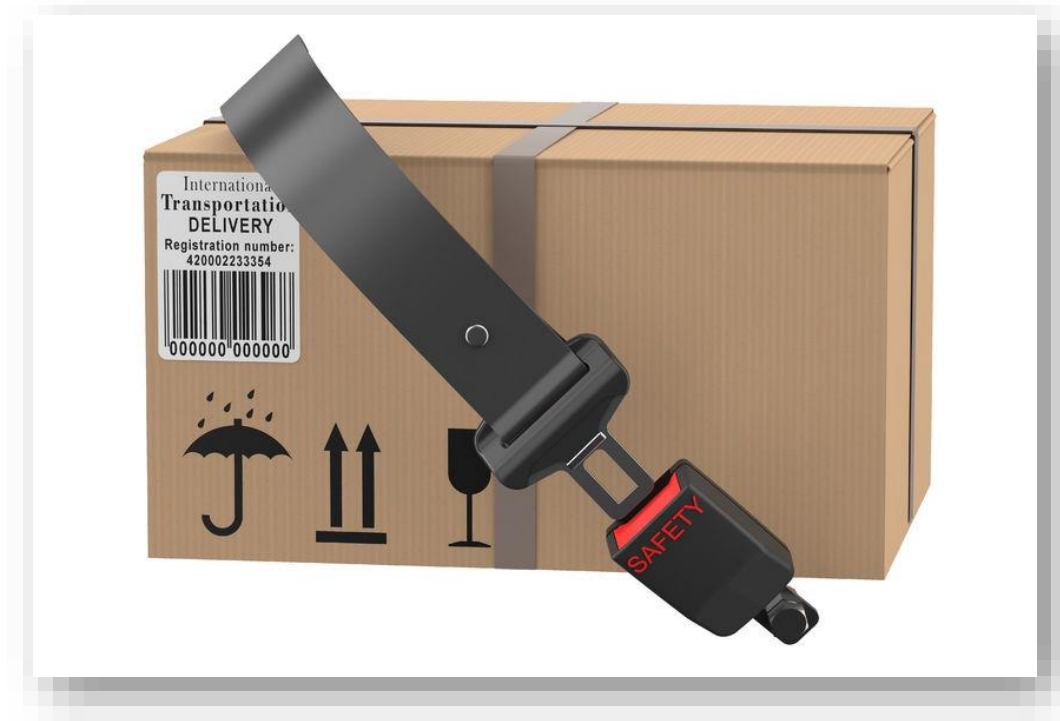
- Why do some airlines not make damage notes on arrival of cargo and do not attend survey reports?
- Why do airlines not refuse damage cargo at acceptance?



Insurance

Questions for the panel:

- What is available for cargo insurance coverage?
- How does insurance coverage work?
- What should airlines be aware of?
- Declared value for carriage is still mentioned in our claim instructions; however, we rarely see it used. Should this way of increasing the legal limit still be available and do other companies ever receive such claims?



Liability

Questions for the panel:

- Where does liability stop when an urgent shipment is delayed?
 - For example ship spares. Should extra harbour charges and eventual charter costs be indemnified?
- Airlines can change the schedule and routing but when it is specifically indicated on the waybill that a certain flight is guaranteed, should claims for additional costs be accepted?



Audience Questions



Networking Lunch 12:30 – 14:00



Kindly sponsored by;



iSHARE



Session on Crisis Management

Jason Kelly

President

Crisis Advisors – Emergency Response Planning & Training



IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



Emergency Response for Cargo Operators

Crisis-Advisors.com

Jason Kelly

Biography

Crisis Advisors

- President
- Emergency Response planning & training
- Since 2011
- Over 55 clients in 25 countries

Continental Airlines

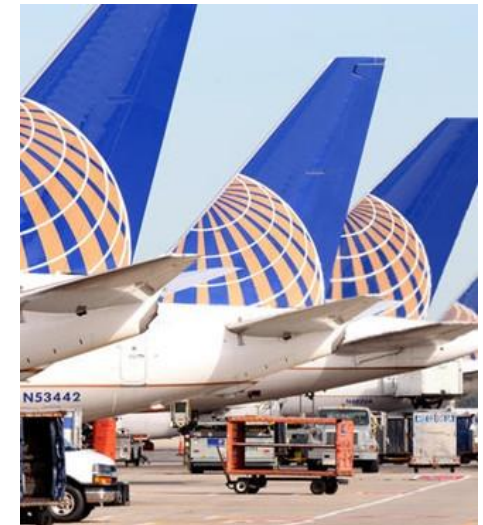
- Director of Emergency Response
 - 2007 to 2011
 - 2 major aircraft accidents
 - 1 serious aircraft incident

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



Crisis Advisors



Jason Kelly

Airline accident experience

Continental Airlines Flight 1404

- December 20, 2008
 - 38 Injured passengers
 - 2 crew injured
- Director of ER Dept & Go Team Leader

Continental Connection Flight 3407

- February 12, 2009
 - 50 Fatalities, 2 Ground survivors
 - Operated by Colgan Air
- Director of ER Dept & Go Team Leader

Continental Airlines Flight 128

- August 3, 2009
 - 26 Injured passengers
- Director of ER Dept & Go Team Leader

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



Secondary emergencies

IATA Emergency Response cargo presentation

Emergency Response Manual

- Not updated
- General – without details

Employees

- Not trained
- Don't understand responsibilities

Technology

- Doesn't work or doesn't exist

Go Kit

- Not prepared

Bad command decisions

- Against: laws, regulations, ERM policies, or training

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



Fedex Flight 910 accident

Insurance coverage

IATA Emergency Response cargo presentation

Insurance amounts

- Confirm coverage amounts with insurance company – now!

Crew Family Assistance

- Confirm and understand coverage amounts

Historical precedents

- Previous airline accidents
- What is customary and reasonable

Insurance Broker & Underwriter

- Understand assistance they will provide

Vendor

- Understand vendor processes and fees

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



UPS Flight 6 accident

Cargo Emergency Response Checklist

IATA Emergency Response cargo presentation

Retrieve Cargo manifest

- Instructions on how to retrieve

Accident site

- Advise HAZMAT / Dangerous goods
- Types of cargo
- Request security for cargo

Secure shipping forms

- Secure all shipping forms
- Note any errors
- Do not change, delete, or destroy

Go Team

- Cargo representative on Go Team

Notify cargo customers

- Initial notification
- Status of cargo
- Claims process

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



American Airlines ground incident

Cargo Manifest

IATA Emergency Response cargo presentation

Confirm

- Cargo manifest
- NOTOC (Notice to Captain)

HAZMAT Dangerous goods

- Biohazard
- Pharma
- Lithium Ion Batteries
- Checked firearms and ammunition

Special cargo

- Animals / Pets
- Human remains
- High value cargo
- Official government mail

Advise

- First responders of cargo onboard

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



Atlas Air Flight 3591 accident

Crisis Communications Plan

IATA Emergency Response cargo presentation

Communicate

- Accurate information about the accident quickly

Emphasize accurate information

- Airline name, Flight Number, Origin, Destination, Date

Demonstrate the airline is prepared

- The airline is taking action
- The Emergency Response Plan has been activated

IATA Crisis Comms Manual

- Guidance for preparing your crisis communications plan

**IATA
CARGO
EVENTS**

Amsterdam, Netherlands
29-31 October 2019



Atlas Air Flight 3591 accident

Accident Investigation

IATA Emergency Response cargo presentation

Cargo

- Types of cargo onboard
- Properly documented and processed
- Properly loaded and secured

Accident investigation

- Airline cargo specialist(s) should participate

Training and procedures

- Provide documentation:
 - Cargo training programs
 - Standard Operating Procedures (SOPs)

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019

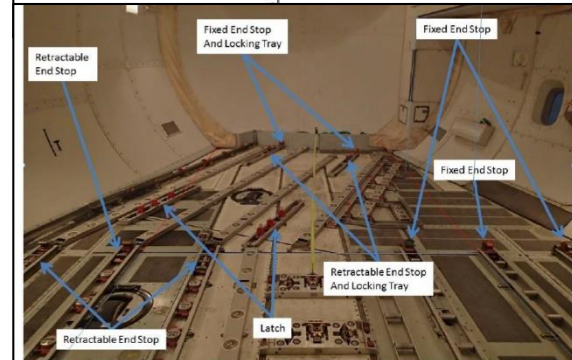
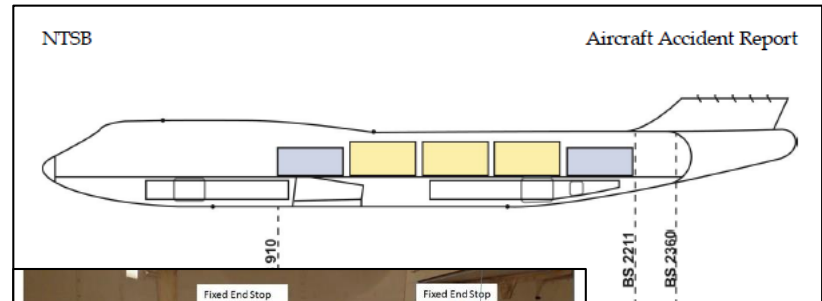


Figure 6. Photograph of a section of main deck flooring in the back of an exemplar airplane, looking aft.

Note: The locations of various fixed and retractable end stops and latches of the cargo handling system are noted with blue arrows. Note: The CVR and FDR shelf is in the upper right corner of the picture.

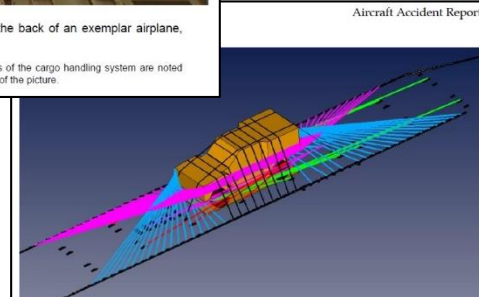


Figure 16. This line drawing provides an exemplar configuration showing how about 60 straps could secure a M-ATV to approved floor structures.

The study found that no centerline-loaded Cougars on G-code floating pallets could be secured and transported in the airplane in accordance with the weight and balance manual because the vehicle would have to be positioned aft of BS 1480 and would exceed the structural strength limitations of the main deck cargo floor in that area.

National Airlines Flight 102 accident

Loss prevention

IATA Emergency Response cargo presentation

Security

- Coordinate with local police / military / private company
- Accident site security protocols needed

Insurance Adjustor

- Will go onsite
- Coordinate with airline
- Pay directly for onsite expenses

Vendor

- Recovery plan for cargo
- Decision about processing of cargo

Official mail

- Do NOT destroy damaged mail

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



Kalitta Air Flight 164 accident

Cargo claims

IATA Emergency Response cargo presentation

Cargo customers

- Documented cargo
- Claim information
 - Taken by Cargo Customer Service

Ground damage / ground fatalities

- Documented information
- Given to insurance company

Claims process

- Coordinated with insurance company

Environmental remediation

- Coordinated with Insurance Adjustor
- Local vendors used

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



Kalitta Air Flight 207 accident

Crisis Communications Plan

IATA Emergency Response cargo presentation

Customer letter

- Confirm accident
- Outline actions being taken
- Continuing operations

Sales campaigns

- Recommend cancelling sales campaigns
 - One month

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



ATLAS AIR
WORLDWIDE

Atlas Air Worldwide Holdings, Inc.
2000 Westchester Avenue
Purchase, NY 10577-2543

February 27, 2019

Dear Valued Customers,

I'm reaching out to you to share an update following the tragic event of Saturday, February 23.

Atlas Air Flight 3591 en route from Miami to Houston was involved in an accident on its approach into Houston. Sadly, the accident claimed the lives of three people on board, including two Atlas Air pilots, and a pilot from another airline, who was a jump seat passenger.

Upon notification, our Atlas Air Emergency Response Center was immediately activated and our teams mobilized into action. This included convening a team that I led to the accident site outside Houston within hours to begin working with the National Transportation Safety Board (NTSB), the Federal Aviation Administration (FAA), and local authorities. Very importantly, we also established a Family Assistance Center to provide the families of the pilots with the care and support they need at this difficult time.

The safety of our crew and passengers is a top priority, and we are devastated by this loss. Our commitment to safety is embedded in the core values of our company. Since our first flight in February 1993, Atlas Air has maintained an exemplary safety record in our 26 year operating history.

We consistently meet or exceed the audit requirements of industry regulators, including the International Air Transport Association, the US Department of Defense, and foreign regulatory authorities, as well as our customers.

Additionally, our maintenance and pilot training programs follow industry best practices, and emphasize safety as the top operational consideration. Atlas Air maintains FAA approved maintenance and training programs and regularly reviews these programs with our regulators. Atlas Air has implemented a Safety Management System (SMS) as an industry best practice that involves regular interaction with the FAA. Key features of this program include: constant quality assurance and control reporting; strict compliance with regulatory requirements; focus on training of employees; flight data monitoring; and participation in the voluntary FAA Safety Management System (SMS) pilot program. The training for our maintenance staff, flight

Atlas Air Flight 3591 accident

IATA Emergency Response Planners Working Group (ERPWG)

IATA Emergency Response cargo presentation

Crew Family Assistance

- 10 or more airline staff trained in Family Assistance
- Assist crew and any others onboard

IATA ERPWG

- Meetings twice per year
- Emergency Response best practices
- Networking with airlines around the world

IATA Emergency Response Manual

- Developed by ERPWG
- Emergency Response best practices



Sky Lease Cargo Flight 4854 accident

IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019



Closing & Thank you

Crisis-Advisors.com

IATA Legal Update

Carlos Tornero

Deputy General Counsel

IATA



IATA Cargo Update



Carlos M. Tornero
Deputy General Counsel

MC 99 Liability Limits and IATA Air Waybill (CSC Reso 600b)

<i>Montreal Convention of 1999</i>	<i>Original limit</i>	<i>Limit 20 December 2009</i>	<i>Revised limit 28 December 2019</i>
Article 22, paragraph 3	17 SDR	19 SDR	22 SDR

MC 99 Liability Limits and IATA Air Waybill (CSC Reso 600b)

Conditions of Contract on the reverse of the AWB, key subparagraphs and footnote!

NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY

If the carriage involves an ultimate destination or stop in a country other than the country of departure, the Montreal Convention or the Warsaw Convention may be applicable to the liability of the Carrier in respect of loss of, damage or delay to cargo. Carrier's limitation of liability in accordance with those Conventions shall be as set forth in subparagraph 4 unless a higher value is declared.

MC 99 Liability Limits and IATA Air Waybill (CSC Reso 600b)

Subparagraph 4

4. For carriage to which the Montreal Convention does not apply, Carrier's liability limitation for cargo lost, damaged or delayed shall be 19 SDRs per kilogram unless a greater per kilogram monetary limit is provided in any applicable Convention or in Carrier's tariffs or general conditions of carriage.

MC 99 Liability Limits and IATA Air Waybill (CSC Reso 600b)

Key Footnote!

- ¹ In order to ensure consistency with any future changes in liability limits for loss of, damage, or delay to cargo under Article 24 of the Montreal Convention, the IATA Secretariat is authorized to conform the provisions of this [Resolution 600b](#) (and any other affected Cargo Services Conference Resolutions or Recommended Practices) to such changes without further Conference action. Conforming changes shall take effect on the date specified in written notice to Members by the IATA Secretariat which shall include a copy of the revised Resolution.

IATA Cargo Agency Modernization

[illegible]

Cargo Agent Air Waybill

- Shipper in Shipper Box
- Agent in Carrier's Agent Box

Shipper's Name and Address ABC Pharma		Shipper's Account Number		NOT NEGOTIABLE Air Waybill	
				Issued by	
				Copies 1,2 and 3 of t	
Consignee's Name and Address		Consignee's Account Number		It is agreed that the condition (except as reverse hereof. All g carrier unless specific agrees that the ship carrier deems appro carrier's limitation of l a higher value for	
Issuing Carrier's Agent Name and City IATA Cargo Agent				Accounting Informa	
Agent's IATA Code		Account No.			
Airport of Departure (Addr. of First Carrier) and Requested Routing					
To	By First Carrier	Routing and Destination	To	By	To By
					Currency CHGS code WTR VA code
Airport of Destination			Flight Date		Amount of Insuranc
Handling Information					
No. of Pieces RCP	Gross Weight	kg lb	Rate Class	Chargeable Weight	Rate Charge
			Commodity Item No.		
					To

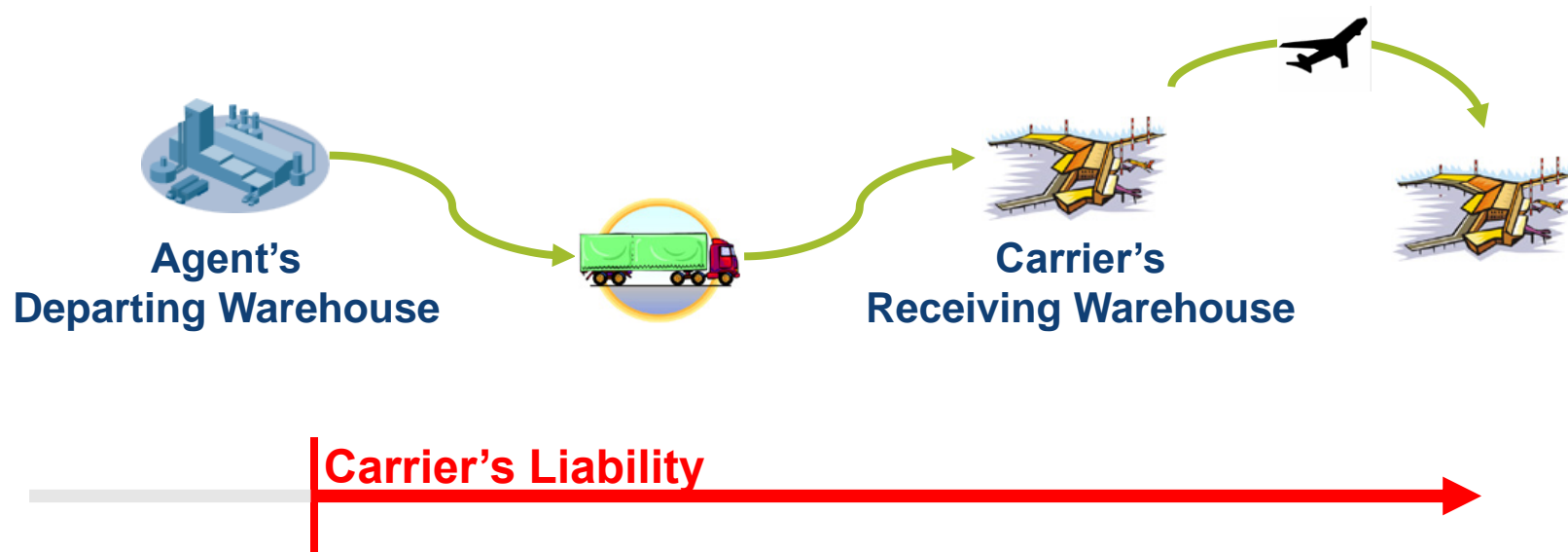
Forwarder Air Waybill (aka consolidation)

- Forwarder in Shipper Box
- Forwarder in Carrier's Agent Box
- Check your Conditions of Carriage Cargo

Shipper's Name and Address		Shipper's Account Number		NOT NEGOTIABLE Air Waybill	
Forwarder				Issued by	
				Copies 1,2 and 3 of t	
Consignee's Name and Address		Consignee's Account Number		It is agreed that the condition (except as reverse hereof. All g carrier unless specific agrees that the ship carrier deems appro carrier's limitation of l a higher value for	
Issuing Carrier's Agent Name and City				Accounting Informa	
Forwarder					
Agent's IATA Code		Account No.			
Airport of Departure (Addr. of First Carrier) and Requested Routing					
To	By First Carrier	Routing and Destination	To	By	To
Airport of Destination			Flight Date		Amount of Insuranc
Handling Information					
No. of Pieces RCP	Gross Weight	kg lb	Rate Class	Chargeable Weight	Rate Charge
			Commodity Item No.		
					To

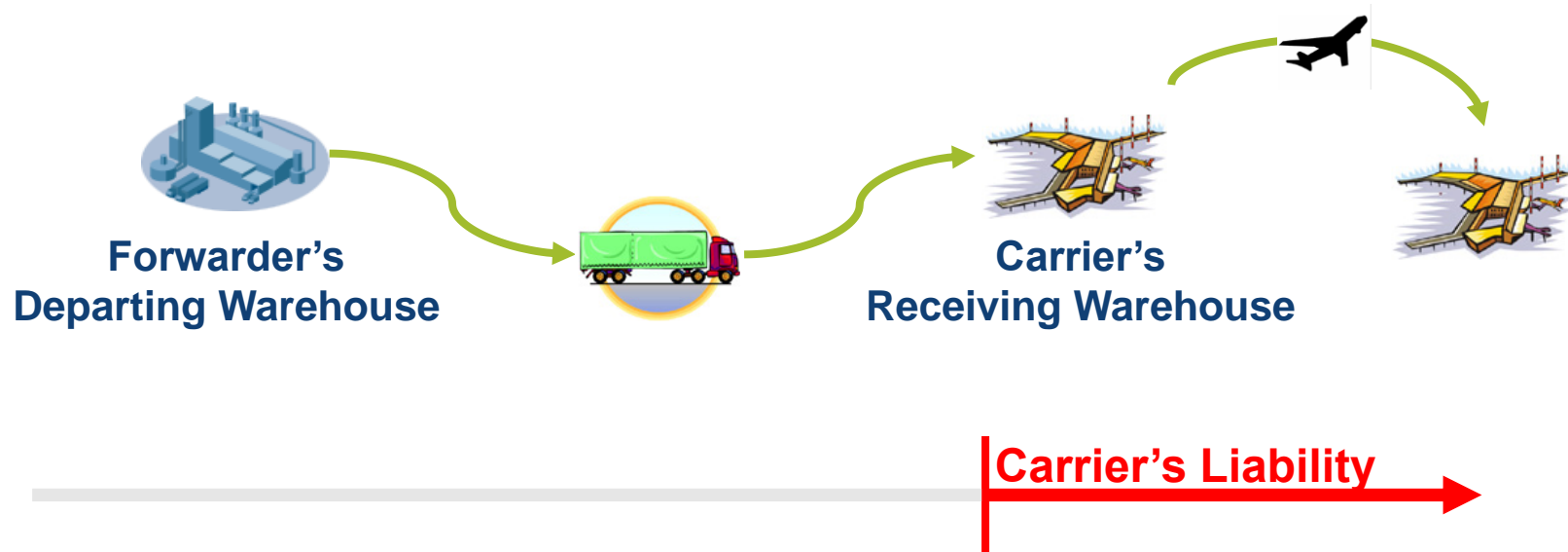
Legal Risks

When dealing with a *Cargo Agent*



Legal Risks

When dealing with a *Forwarder*



Shipper's Agent? Air Waybill (the "direct air waybill" dilemma)

- ABC Pharma not the customer of the Carrier
- Forwarder not the agent of the carrier

Shipper's Name and Address		Shipper's Account Number		NOT NEGOTIABLE Air Waybill	
ABC Pharma				Issued by	
				Copies 1,2 and 3 of t	
Consignee's Name and Address		Consignee's Account Number		It is agreed that the condition (except as reverse hereof. All go carrier unless specific agrees that the ship carrier deems appro carrier's limitation of l a higher value for	
Issuing Carrier's Agent Name and City				Accounting Informa	
Forwarder					
Agent's IATA Code		Account No.			
Airport of Departure (Addr. of First Carrier) and Requested Routing					
To	By First Carrier	Routing and Destination	To	By	To
Airport of Destination		Flight Date		Amount of Insuranc	
Handling Information					
No. of Pieces RCP	Gross Weight	kg lb	Rate Class	Chargeable Weight	Rate Charge
			Commodity Item No.		
					To

Shipper Agent Air Waybills

"Direct Air Waybills"

- Carrier doesn't know the Shipper
- On paper it's the carrier's contracting party
- Can't price risk into the rates
- What if things go wrong (Dangerous Goods Cargo)

Networking break 15:30 – 16:00

Kindly sponsored by;



Session on Insurance

Peregrine Storrs-Fox

Risk Management Director

Through transport Mutual
Services (UK) Ltd/TT-Club

Joan Canny

Senior VP & General Counsel

Amerijet



Cargo Damage reporting in the Interest of Loss Prevention

Raoul Paul

CEO and Founder

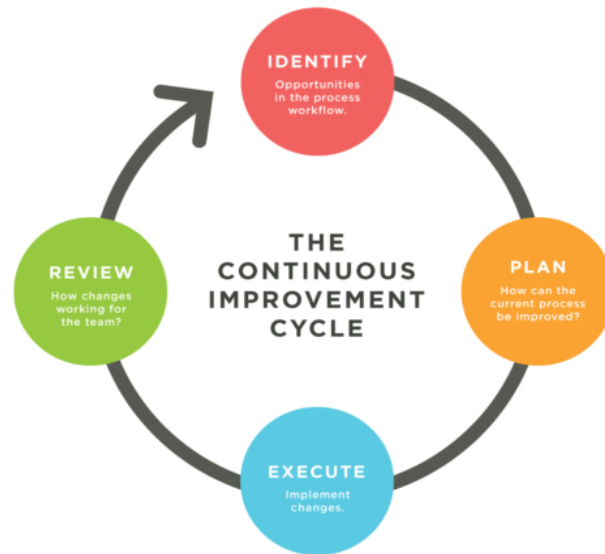
CargoHub





The importance of **adequate** and **accurate** damage reporting

Improving quality of the air cargo product



Cargo Claims

Cargo incidents

Why is adequate and accurate damage reporting required?

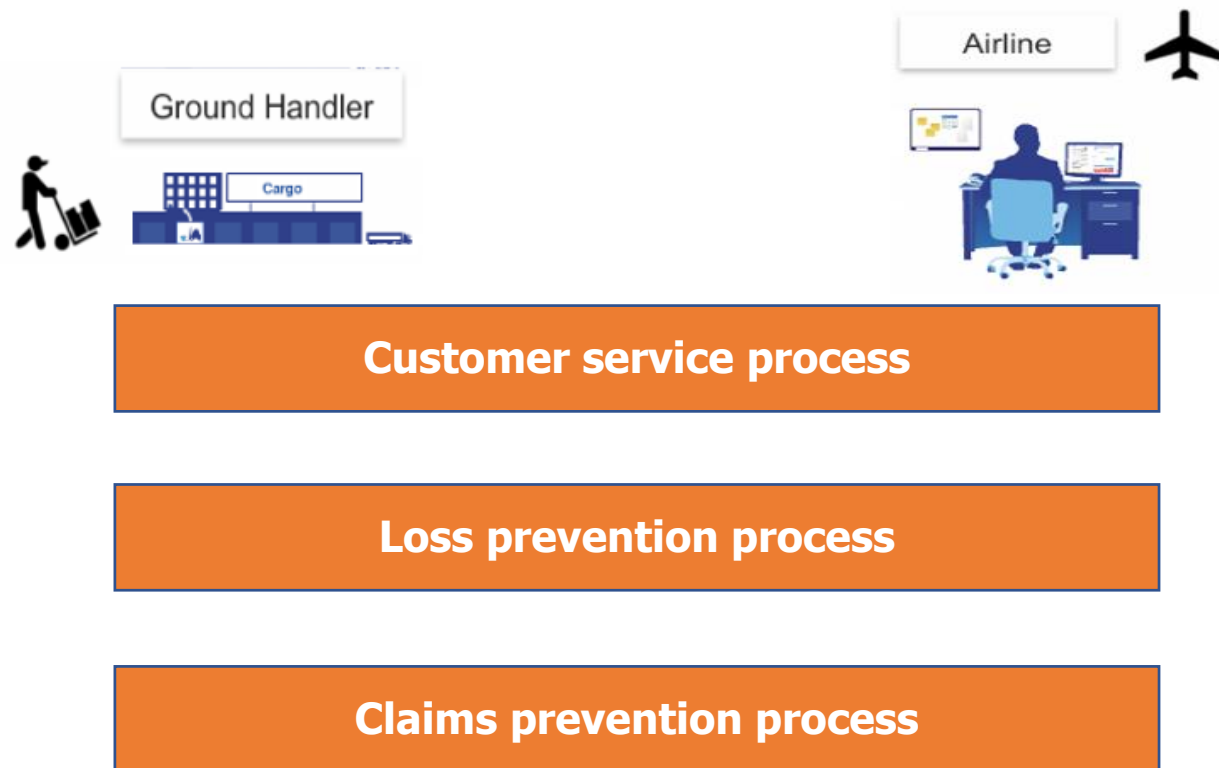
- To enable the carrier to recuperate damage (packaging)
- To inform and enable the shipper to provide further instructions
- To proof improper or poor condition of packaging
- To initiate loss prevention initiatives & to prevent / support claims process

CONCLUSION?



CONCLUSION

The importance of **adequate** and **accurate** damage reporting is to enable **AIRLINES** and **HANDLERS** to effectively organize their:



How is damage reporting currently organized?

- FSU message: "Damage Notification"
- Flight irregularity : "Damaged"
- Cargo System report: " Different formats, damage data elements "
- Word document: " Different formats, damage data elements "
- Damage reporting flows and (decision making) recovery actions, strongly **depend** on **human intervention**.

Was the origin
and/or destination
station informed?

Was the shipper
informed and asked
for instructions?

Was the handler
notified to repack or
put cargo on hold?

Was insurance/
claims notified due
to the potential risk?

QUESTIONS

1. Are damages notified to the proper assigned airline representatives ?
2. Is the current reporting way sufficient for decision making in the area of customer services, claims prevention and loss prevention?

- **Damage to package only?**
- **Content affected?**
- **Missing pieces?**
- **Subjected to pilferage?**
- **Life threat situation?**
- **Financial risk involved**

Impact and actions

Low: registration only

Medium: Shipper instructions

High: Claims & Loss prevention

Is your CDR data currently used in a CCLP program?

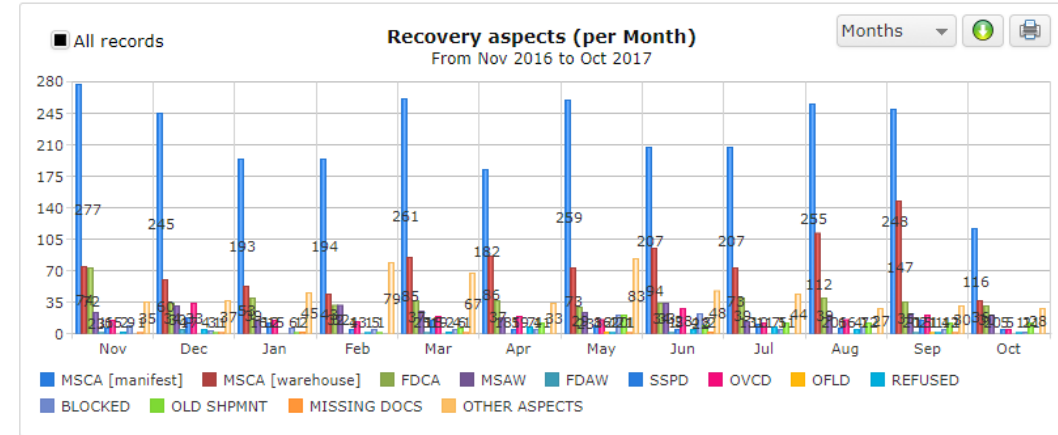
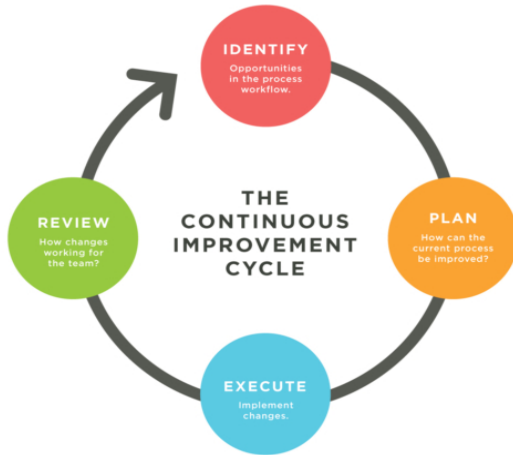
Analysis & improvements

Received information by:

- FSU messages
- Flight irregularity information
- Cargo System report
- Paper CDR
- Digital CDR

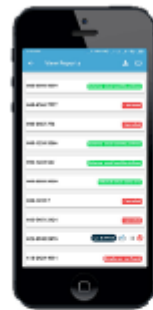
General Information			
Reported by praneeth	Reporting station JFK	Incident Date 2019-08-06	Incident Time 7:19 PM
Airway Bill and Flight Information			
Airline Middle East Airlines	Movement flight	Transport Type data	Number castus
Master Airway Bill 076-0123164519	Date 2018-08-06	Airport Of Origin LAPA Lineas Aereas Privadas Argentinas-lo	Airport Of Destination America-amu
Shipment Information			
Content Nature Lineas	MAWB Total Pieces 56562363	Actual Received Pieces 545263520	Consignee Name . Lineas
Shipper Name Lineas	MAWB Total Kilograms *****	Actual Received Kilograms *****	Issuing Agent . Lineas
Damage Information			
Method Of Packing Bags, Carton box, Frame	Identification No castus	Safety Threat yes	Affected House AWB'S castus
Damage to Packing Broken, Crushed, Tape torn, Seal open	Content Affected no	Items Missing possibly	Condition Of Content Dented, Destroyed, Overheated
Suspected of Pilferage no	Affected Pcs 5342	Items Missing PCS 26563	Affected Weight *****
Recuperation Required no	Recuperation Status Package corded, Package sealed, Package taped		

Is data used for analysis & improvement actions?

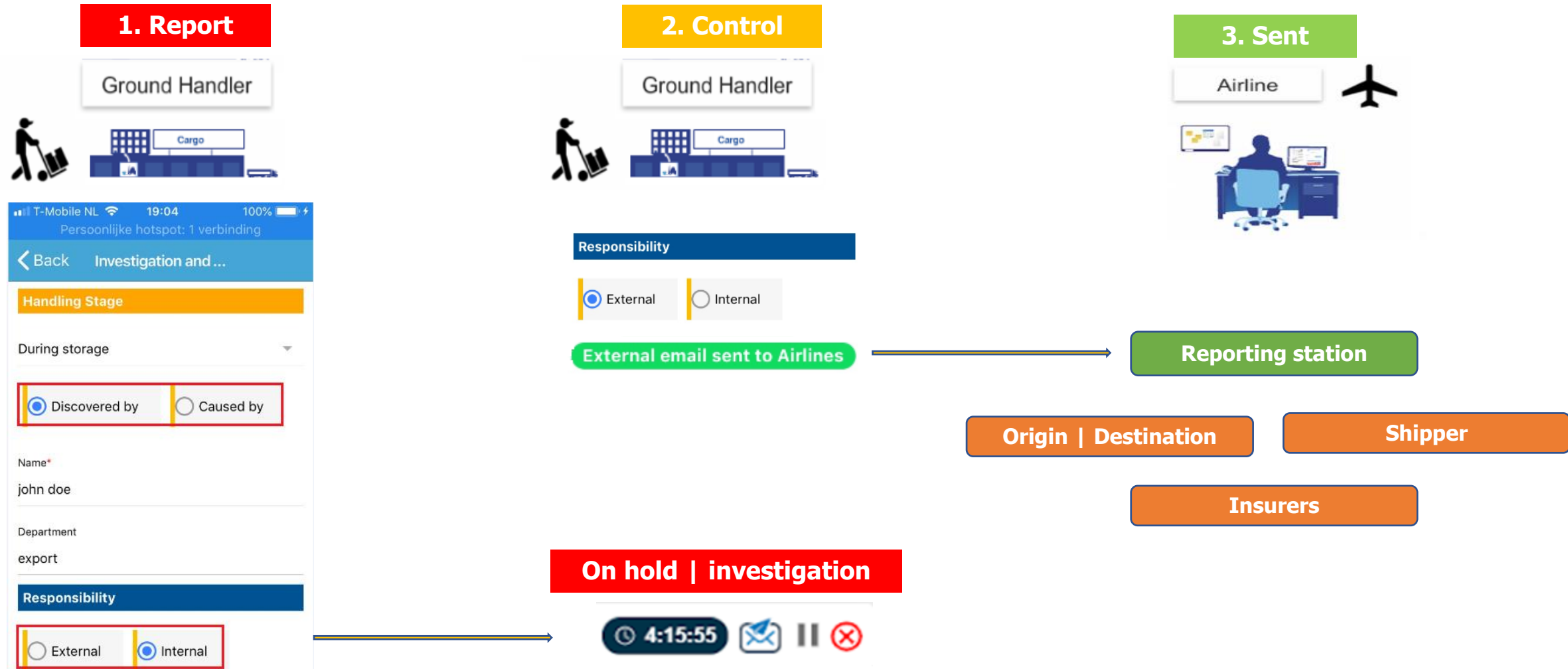


Priority X											
	Tracking #	Priority	Incident date	Classification	Employee role	Responsibility	Status	Commodity Type	Investiga...	CaPa Do...	Master
	<input type="text"/>	Select ▾	<input type="text"/>	Select Filt ▾	Select Filter ▾	Select Filter ▾	Select Filt ▾	Select Filter ▾	Select ▾	Select ▾	<input type="text"/>
▼	Priority: 3.High (3 records on page)										
	SEX-QQ5-LQBJ	!	2016-01-25	Moderate	Discovered by	External	Processing	[PER] Perishables	Yes		000-000
	UDA-VGL-G8HU	!	2016-01-17	Pilferage	Discovered by	Unknown yet	Processing	[AVI] Live Animals			000-000
	7H7-2HT-DRV9	!	2016-01-15	Major	Discovered by	Internal	Processing	[PER] Perishables	No		000-000
▼	Priority: 4.Medium (3 records on page)										
	TG3-JLA-PEJ1	!	2016-01-23	Minor	Discovered by	External	Investigation	[PIL] Pharmaceutic...			000-000
	88M-LSX-67T5	!	2016-01-26	Moderate	Discovered by	Internal	Processing	[VUN] Vulnerable	Yes		000-000
	8QK-VKE-VS8W	!	2016-02-26	Minor	Caused by	Internal	Processing	[PIL] Pharmaceutic...	Yes	Yes	000-000

Simplifying Loss Prevention & communication flows

[Download](#)[Read More](#)[Create Report](#)[Read More](#)

Controlled Cargo Damage Reporting System



Receive clear notifications by email



CCLP Damage Report(External) **AWB:070-5588845-Life Threat | Station: AMS**

CCLP Report no-reply@cclp.aero via amazonses.com
to me, darshan2108, vasuchinnu3, ivv.nageswar

CARGO CLAIMS
Loss prevention program



Hello

External CCLP Damage Report
AWB: 070-5588845
Classification: Life Threat

Damage involving safety of life or property Inspection, Decontamination and verification is required.(e.g. chemical, biological, radioactive leakage or spillage)

Please find Attached [Report](#)

Regards,
CCLP Team





EXTERNAL CARGO DAMAGE REPORT
AWB NO: 076-0123164519

CARGO CLAIMS
Loss prevention program

General Information

Reported by praneeth	Reporting station JFK	Incident Date 2019-08-06	Incident Time 7:19 PM
-------------------------	--------------------------	-----------------------------	--------------------------

Airway Bill and Flight Information

Airline Middle East Airlines	Movement flight	Transport Type data	Number castus
Master Airway Bill 076-0123164519	Date 2018-08-06	Airport Of Origin LAPA Lineas Aereas Privadas Argentinas-lo	Airport Of Destination America-amu

Shipment Information

Content Nature . Lineas .	MAWB Total Pieces 56562363	Actual Received Pieces 545263520	Consignee Name . Lineas .
Shipper Name . Lineas .	MAWB Total Kilograms -----	Actual Received Kilograms -----	Issuing Agent . Lineas .

Damage Information

Method Of Packing Bags, Carton box, Frame	Identification No castus	Safety Threat yes	Affected House AWB'S castus
Damage to Packing Broken, Crushed, Tape torn, Seal open	Content Affected no	Items Missing possibly	Condition Of Content Dented, Destroyed, Overheated
Suspected of Pilferage no	Affected Pcs 5342	Items Missing PCS 26563	Affected Weight -----
Recuperation Required no	Recuperation Status Package corded, Package sealed, Package taped		

Risk classification

Affected Weight 100	Calculated risk [Based on Montreal Convention 19 SDR per Kilogram] 2601.21 USD ▼ Classification Type Life Threat - Damage involving safety of life or property Inspection, Decontamination and verification is required. (e.g. chemical, biological, radioactive leakage or spillage)
------------------------	--

Upload Pictures and Documents

Damage Images



Reporting station

Origin station

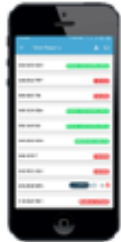
Destination station

Survey / Shipper

Insurers



Access, Communicate and Control Reports



←

View Reports

001-8768 7678

Cancelled

009-7867 6786

Cancelled

009-8383 7732

Email sent to Airlines

005-7678 9367

Email sent to Airlines

454-7867 8678

Email sent to Airlines

665-5678 5785

4:15:55

Search

Reporting Information

Search Master Airway Bill

001-23393939

Internal Email Sent: Raoul

112-17282828

Internal Email Sent: Raoul

Incident Date

2019-08-17

Incident Time

12:06 PM

Station Code

AMS

Report Prepared By:

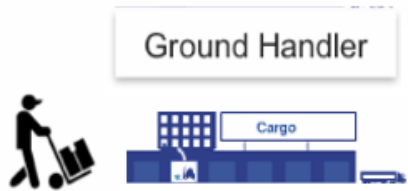
Name

Raoui

Organization Name

Job Title

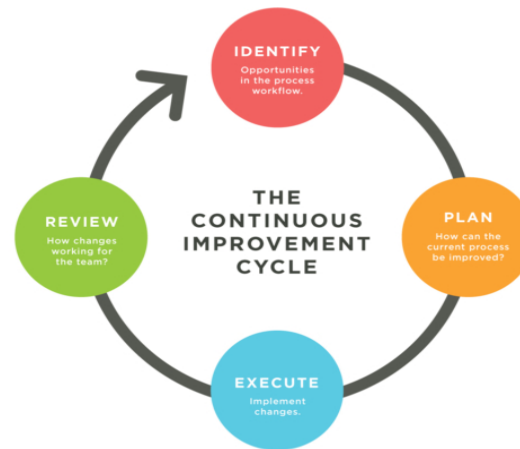
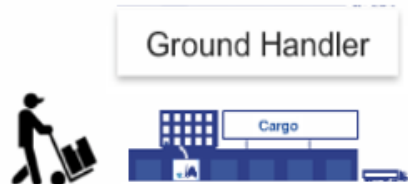
Data exchange with external airline and handler systems



BENEFITS FOR HANDLERS AND AIRLINES

- FREE of charge use and member setup
- DIGITAL proces and simple to use
- TIME SAVING, reduces staff workload

Supports business excellence



Increases the customer experience



How to use or setup Free of Costs setup



Basic

- Create reports and receive by email

Member

- Controlled & automated reporting to **any** airline customer

Contact: support@cargohub.nl



Member

- Receive reports to assigned staff at **any** reporting station

Contact: support@cargohub.nl



Join our mission to improve quality of the
AIR CARGO PRODUCT

Quiz time!

Andres Camano

Assistant Vice President – Senior Claims Representative
Global Aerospace





INSURE WITH CONFIDENCE | Since 1924

Our
Mission

At Global Aerospace, our customers receive industry-leading aviation insurance and risk management programs structured around their specific needs

CARGO CODES



FAK

- Frequent Animals Kinds
- Freight All Kinds
- Freight American Kind
- Forward All Kinds

GSA

- General Sales Agent
- General Services Administration
- Geological Society of America
- General Sales Agency

HEA

- Higher Education Act
- Home Electronic Association
- Heavy Cargo
- High Excess Air Waybill

ISA

- International Studies Association
- If Space Available
- International Space Available
- Ice Space Available

NND

- No Normal Defense
- Notice of Non-Delivery
- National Nut Day
- Notice of Non-Dangerous Goods

EDI

- Every Direction Included
- Electronic Data Ignored
- Electronic Data Interchange
- Electronic Data Included

ULD

- Unit Load Document
- Unit Load Data
- Unit Load Device
- Unit Load Dimension

CAO

- Cargo Administrative Officer
- Cargo Applications Office
- Cargo Airport Organization
- Cargo Aircraft Only

AVI

- Air Perishables
- Air Via International
- Live Animals
- Human Remains

PPD

- Prepaid Pharmaceutical Documents
- Prepaid Perishable Data
- Prepaid Shipment
- Prepaid Shipment Documents

YOU “TAIL” ME!























IATA



IN WHAT YEAR WAS THE IATA CREATED?

- 1962
- 1972
- 1945
- 1939



WHERE WAS THE IATA FOUNDED?

- Madrid, Spain
- Santiago, Chile
- Havana, Cuba
- Buenos Aires, Argentina



HOW MANY AIRLINES ARE REPRESENTED BY IATA?

- 368
- 260
- 296
- 401



HOW MANY COUNTRIES ARE REPRESENTED BY IATA?

- 157
- 144
- 120
- 99



WHO IS THE CURRENT CEO OF IATA?

- JOHN HANNIGAN
- ALEXANDRE DE JUNIAC
- WARREN KOFFLER
- SEBASTIAN HÖHNE





AIRLINES-AVIATION



THE BOEING 747 HAS HOW MANY WHEELS?

- 22
- 16
- 18
- 24

JOHN F. KENNEDY AIRPORT WAS ORIGINALLY NAMED?

- QUEENS INTERNATIONAL AIRPORT
- IDELWILD AIRPORT
- ROCKAWAY AIRPORT
- THE VAN WYCK INTERNATIONAL AIRPORT



WHICH IS THE BUSIEST WORLD AIRPORT?

- HONG KONG INTERNATIONAL AIRPORT
- AMSTERDAM INTERNATIONAL AIRPORT
- ATLANTA HARTSFIELD-JACKSON INTERNATIONAL AIRPORT
- JOHN F. KENNEDY INTERNATIONAL AIRPORT



WHICH AIRPORT HAS THE LONGEST RUNWAY?

- THE QAMDO BANDA AIRPORT-CHINA
- ZHUKOVSKY INTERNATIONAL-RUSSIA
- EMBRAER UNIDADE GAVIAO PEIXOTO AIRPORT-BRAZIL
- DENVER INTERNATIONAL AIRPORT



WHAT IS THE AIR TEMPERATURE AT 35,000 FEET?

- -65F (-53C)
- -49F (-45C)
- -55F (-48C)
- -60F (-51C)

WHICH IT THE LARGEST AIRLINE IN TERMS OF AIRCRAFT FLEET?

- CHINA SOUTHERN AIRLINES
- BRITISH AIRWAYS
- AMERICAN AIRLINES
- EMIRATES



WHICH IS THE BUSIEST INTERNATIONAL AIR ROUTE?

- NEW YORK TO LONDON
- PARIS TO LOS ANGELES
- HONG KONG TO TAIPEI
- BEIJING TO SINGAPORE



RUNWAYS ARE NUMBERED FROM...?

- 01 TO 88
- 01 TO 52
- 01 TO 36
- 01 TO 28



WHAT IS THE LONGEST NON-STOP FLIGHT?

- SAN FRANCISCO TO TEL AVIV
- NEWARK TO SINGAPORE
- DUBAI TO NEW ZEALAND
- DUBAI TO PANAMA



IN 1946 TATA AIRLINES BECAME WHICH AIRLINE?

- JET AIRWAYS
- SINGAPORE AIRLINES
- AIR INDIA
- MALAYSIA AIRLINES



INSURANCE



IN THE EVENT OF A CRASH, WHO IS RESPONSIBLE
FOR THE CARGO DEDUCTIBLE?

- THE INSURED
- THE AIRPORT AUTHORITY
- THE INSURANCE COMPANY
- THE CO-INSURER MARKET

WHAT IS THE “AIRLINE PREFIX”?

- THE DIGITS THAT INDICATE THE WEIGHT OF THE CARGO
- THE FIRST THREE DIGITS OF A CARGO TRAFFIC DOCUMENT
- THE FIRST FOUR DIGITS OF THE AIRWAY BILL NUMBER
- THE FIRST THREE DIGITS OF THE BAGGAGE CLAIM TICKET



A REQUEST MADE BY THE INSURED FOR INSURER REMITTANCE OF PAYMENT DUE TO LOSS INCURRED AND COVERED UNDER THE POLICY AGREEMENT IS?

- A DEDUCTIBLE
- A CLAIM DENIAL
- A CLAIM
- A PAYMENT



COVERAGE FOR DAMAGE TO A VESSEL OR AIRCRAFT AND AFFIXED ITEMS IS?

- STRUCTURE INSURANCE
- EQUIPMENT INSURANCE
- HULL INSURANCE
- HULL AND VESSEL
INSURANCE



PARTY (IES) COVERED BY AN INSURANCE POLICY ARE?

- DEFENDANT
- INSURER
- INSURED
- CLAIMANT



THE PERCENTAGE OF INCURRED LOSSES TO EARNED PREMIUMS IS?

- LOSS FREQUENCY
- LOSS RESERVE
- LOSS INCURRED
- LOSS RATIO

AMSTERDAM



HOW MANY CANALS ARE THERE IN AMSTERDAM?

- 165
- 170
- 188
- 190



AMSTERDAM GOT ITS NAME FROM.....?

- AMSTEL AMSTERDAM
- AMSTEL RIVER
- AMSTEL DAM
- AMSTELLODAMUS



AMSTERDAM HAS 165 CANALS THAT TOTALS..?

- 276 KILOMETERS
- 100 KILOMETERS
- 87 KILOMETERS
- 56 KILOMETERS



HOW MANY HOUSEBOATS ARE THEY IN AMS?

- 575
- 899
- 1750
- 2500

DUTCH PEOPLE ARE THE.....?

- SMARTEST PEOPLE IN THE WORLD
- TALLEST PEOPLE IN THE WORLD
- SKINNIEST PEOPLE IN THE WORLD
- UGLIEST PEOPLE IN THE WORLD



AMSTERDAM CANALS DIVIDES THE CITY INTO HOW MANY ISLANDS?

- 112
- 90
- 68
- 73





INSURE WITH CONFIDENCE

Thank You

Independent
Empowered
Multinational
Unique
Accessible



IATA
CARGO CLAIMS &
LOSS PREVENTION
CONFERENCE



Amsterdam, Netherlands
29-31 October 2019

Day 1 Closing Remarks

Christian Piaget

Senior Manager, Cargo Border Management & Claims

IATA



Thank you to all our sponsors!



Shaping Europe's smartest cargo hub at Amsterdam Airport



Thank you to our sponsor!



Welcome Reception 18:00 – 19:30

Exhibition Hall area

Kindly sponsored by;



IATA
CARGO
EVENTS

Amsterdam, Netherlands
29-31 October 2019

