



# Cargo Claims & Loss Prevention Webinar – Speaker Biographies

Wednesday 17 November 2021

2:00pm to 4:00pm (CET)



**Bartholomew Banino**  
Partner  
**Condon & Forsyth LLP**

Bart is a partner in the New York office of Condon & Forsyth LLP. His practice focuses primarily on representing air carriers in both their litigation and commercial matters.

He represents air carriers and other clients in courts throughout the United States in cases involving mass air disasters, wrongful death, personal injury, cargo damage and loss, aircraft ground accidents, breach of contract, and regulatory enforcement. Bart has advised carriers on various commercial matters including contracts, leases, and licensing. He also has counseled carriers on regulatory, bankruptcy, employment, and labor issues. Bart has been selected for inclusion in the International Who's Who of Aviation Lawyers. He also was highly recommended for his work by The Legal 500 and is listed as a Leading Aviation Attorney by Aviation Expert Guides.

He regularly lectures and authors articles regarding international transportation issues including the Warsaw and Montreal Conventions, U.S. Department of Transportation regulations, and cargo liability issues. He also is an author of the annual IATA Liability Reporter and the U.S. sections of the International Comparative Legal Guide to Aviation Law and Getting the Deal Through: Air Transport.



**Sebastian Cosgrove**  
General Manager Customer Service  
**Air Canada**

Sebastian joined Air Canada in 2007 and has held progressively senior roles throughout his tenure at the company. Currently, he is responsible for the overall vision and execution of Customer Service across Canada for Air Canada Cargo. This encompasses Contact Centres, Customer Relations, Premium Accounts as well as regional carriers and postal authorities.

Sebastian is based in Toronto, Ontario, Canada and holds a Master of Business Administration from the University of Fredericton in New Brunswick, Canada.



**Lucy England**  
Partner  
**Fox Williams**

Lucy advises businesses across the aviation and travel industries on the myriad of commercial and regulatory issues they encounter. She has worked for over a decade with established airlines, OTAs (online travel agents), travel companies, aerospace and defence businesses, aircraft manufacturers – and the technology businesses looking to disrupt them. She advises on strategic, transformational projects right the way through to business-as-usual issues.

Lucy's experience covers package travel regulation, aviation regulation, outsourcing and technology projects, traveltech, SaaS, agency and franchise arrangements, business start-ups and scale-ups, online sales, supply chain and logistics, ground handling, MRO (maintenance, repair and overhaul) agreements, airport agreements and most other types of sale or supply contracts, from design and development through to operation, maintenance and disposal.

Lucy has a wealth of experience in Government contracting, across aviation and defence, technology and the healthtech sector. She also has a specialist interest in unmanned aviation and space as these industries continue to grow. Lucy is recognised as a 'Next Generation Partner' for both travel and aviation in the Legal 500 2020 and is a member of the Women in Aviation and Aerospace Committee at the Royal Aeronautical Society.



# Cargo Claims & Loss Prevention Webinar – Speaker Biographies



**Clera Lam**  
Head of Cargo Digital  
**Cathay Pacific**

Clera joined Cathay Pacific Cargo in Aug 2008 as the Cargo Distribution Manager. She looked after the area of agency distribution and e-distribution channels. She started and accomplished CASS implementation for CX Cargo's global network and she was an active participant of the Cargo Agency Modernization Programme and CASS Policy Group. She was also a key member of the CX e-AWB project.

In 2014, Clera received an assignment to join the project management team of a mega project to lead and drive the replacement of the cargo management system. After the project was completed and closed in 2017, Clera kept working on digitalization for CX Cargo and she also led the teams responsible for GHA contracts, supplier management and cargo claims.

Since July 2017, a new Cargo Digital team was established to expedite the digital transformation of CX Cargo and Clera was appointed as the Head of Cargo Digital. Apart from developing the digital transformation strategy and roadmap together with the Cargo senior management team, she also leads the Cargo Digital team to oversee and deliver projects to enable business transformation. Clera is a member of the IATA Cargo Operation and Technology Board and an advocate of IATA ONE-Record.



**George Leloudas**  
Associate Professor, Law  
**Swansea University**

George joined the Institute of International Shipping and Trade Law (IISTL) in 2011 as a lecturer and was promoted to senior lecturer in 2014. He is a graduate of the National and Kapodistrian University of Athens, and holds LLM degrees in Commercial Law from the University of Bristol and in Air and Space Law from the Institute of Air and Space Law of McGill University. He completed his PhD degree in air law with emphasis on liability and insurance at Trinity Hall, Cambridge University in 2009.

George previously worked as a Solicitor at Gates and Partners in London for several years where he advised on aerospace liability and airlines' regulatory matters. He was also an assistant to the legal counsel of the International Union of Aviation Insurers (IUA) providing support in relation to the replacement of the Rome Convention on Surface Damage. He is an instructor at the Training and Development Institute of the International Air Transport Association (IATA) where he teaches international air law for lawyers and legal professionals, law of aviation insurance and air cargo liability.



**Henk Mulder**  
Head Digital Cargo  
**IATA**

Henk Mulder is Head, Digital Cargo and Secretary of the Cargo Operations & Technology Board at the International Air Transport Association (IATA) and leads the digital transformation programme and digital standards development with, and on behalf of, the global air cargo industry. Mr Mulder is further responsible of IATA's e-freight programme which includes the electronic air waybill (e-AWB), Cargo XML and the legacy Cargo IMP standards.

In 2017 he launched the IATA "ONE Record" development which is a technical and business standard for data sharing between all air transport chain partners. Under his leadership, this has evolved into a major industry programme with global expert groups that have detailed the specifications for the data sharing standard. This project is now concluding a pilot test phase involving some 150 piloting companies. Many of these have or are transitioning to operational implementations. In this ONE Record context, he leads new standardization around air modernizing air cargo distribution, Interactive Cargo (tracking devices and IoT) and billing & payment solutions.

Mr Mulder is Team Lead in the EU Digital Logistics & Transport Forum (DTLF) where he leads the development of semantic data and process models for multimodal transport & logistic. Much of this is further supported by the EU CEF FEDeRATED project, a "5-country + IATA" consortium where he is board



# Cargo Claims & Loss Prevention Webinar – Speaker Biographies

member and chair of the Semantic Modelling Group. This consortium aims to facilitate interoperability between the EU's vast inventory of public & private transport & logistics IT platforms.

Henk holds degrees in electronics & IT engineering and mathematics. At the start of his career has worked for 10 years at the European Organization for Nuclear Research (CERN) in the design and operations of particle accelerators, specializing in antimatter production. At this time the World Wide Web was developed at CERN by his colleague Tim Berners-Lee and Henk transitioned from research to e-business in banking and later air transport.



**Christian Piaget**  
Head, Cargo Border Management & Claims  
**IATA**

Christian Piaget joined IATA in May 2013 to work on the development and ongoing maintenance of the cargo customs and claims procedures and standards. Christian is now responsible to monitor, develop and ensure compliance with customs security laws impacting air cargo movements, as well as related international standards on customs risk management and trade facilitation.

After his Master in law in Switzerland and an MA in European Studies in Belgium, Christian started his career in 1997 at the International Road Transport Union in Geneva. For 10 years he has carried out several legal and lobbying activities relating to road transport, culminating with the direction of the Legal department and the External affairs.

Then Christian's occupation shifted from road to maritime transport. Based in Brussels, Christian acted as the EU representative for the World Shipping Council, the lobby association for liner shipping companies. His main tasks focused on customs matters, actively participating in discussions relating to customs rules for the movement of goods at the EU Commission and the World Customs Organisation. Christian is now in charge of promoting the interests of air cargo, in particular in the context of the recent developments in customs laws – such as the modernization of the European Union Customs Code or the expansion of requests for advance electronic information resulting from the standards set by the World Customs Organisation.

In addition to his work on customs and trade facilitation matters, Christian is also organizing every year the IATA Cargo Claims & Loss Prevention Conference.



**Kelly Shoaf**  
Manager Customer Care & Claims  
**American Airlines**

Kelly Shoaf joined American Airlines Cargo in October 2013, where her first role was as project manager for the Customer Experience department. She was then named Manager, Planning & Execution, where she led a team of project managers who supervised all Cargo projects, eventually becoming the Cutover Manager for American Cargo's largest project to date. In that two-year role, Kelly and team implemented a new end-to-end cargo management tool for all Cargo team members.

Kelly graduated from Texas A&M University and began working in customer service for a small technology SaaS, where she discovered a passion for customer service. As Director of Customer Relations, Kelly participated in multiple projects, including taking the company public and several business acquisitions.

Currently Kelly is American Cargo's Manager of Claims and Customer Care, where she focuses on improvements to process and technology to help ensure the best customer experience possible.



**Dan Soffin**  
International Aviation Legal, Commercial, and Operations Expert  
**Founder and Principal, International Aviation Advisory Services**

Dan Soffin is a dually qualified Solicitor of the Senior Courts of England and Wales and attorney licensed to practice in the United States.

Throughout his career, Dan has acted on a wide variety of aviation liability and insurance issues for air carriers in North and South America, Europe, Africa, Asia, India, and the Middle East. With his strong MBA based business background and experience, he has also advised air carriers around the world on critical



# Cargo Claims & Loss Prevention Webinar – Speaker Biographies

business and commercial strategy and operations, as well as on regulatory, risk management, and employment issues. He has managed complex multijurisdictional actions and litigation arising from numerous aviation catastrophes and incidents as well as high value cargo claims resulting from fraud and other criminal activity.

His particular expertise in air cargo extends deeply into commercial and operational matters, intercarrier agreements, multimodal cargo transport, and associated supply chain and handling relationships. His direct experience with digitalization is highlighted by his advice, strategy, and oversight of the design and implementation of a digital claims management process for a global air carrier.

Dan has lectured around the world to air carriers as well as at international aviation symposia including IATA on commercial, operational, digital, and legal issues. He has taught law and commercial practice both with IATA and throughout the aviation industry, and writes on contemporary issues affecting the aviation industry.



## **Tomal Sohorab**

Manager Cargo Solutions Strategy and Business Development  
**Air Canada**

Tomal (Tom) Sohorab is the manager of Cargo Solutions Strategy and Business Development at Air Canada Cargo. He is responsible for the maintenance and development of specialized cargo commodities such as live animals, pharmaceuticals, perishables, valuables, and human remains and serves as the conduit for approvals of GPS and data logger technology. Tom has 13+ years of airline experience in operations, sales, project management and product development of new services for passenger and cargo business.

In 2018, Tom led the first IATA CEIV Live Animal program to award Air Canada Cargo the highest certification recognizing the rigorous level of safety and quality in animal transportation. In 2020 Tom served as a Subject Matter Expert for Air Canada Cargo's CEIV Pharma certification. In 2021, Tom was the architect behind the AC Pharmacair revamp. Tom regularly attends the IATA LAPB and TTWGs and is serving as a member of the IATA Interactive Cargo Task Force.

Tom received his BA and International Project Management degree from the University of Toronto. He is a certified Project Management Professional by the Project Management Institute.



## **Tim Strauss**

Chief Executive Officer  
**Amerijet International Airlines**

Tim Strauss joined Amerijet in August 2020 as Chief Executive Officer, with oversight of all aspects of Amerijet's day-to-day cargo operation, including leading, directing, developing and implementing customer-centric initiatives and solutions.

He has over 30 years of cargo experience in both the airline and freight forwarding industries. Prior to joining the company, Strauss held leadership roles in global sales and operations at Air Canada, Hawaiian, Delta and Northwest Airlines. Tim began his career with Emery Worldwide in 1987 (now UPS Supply Chain Logistics) where he held roles of increasing responsibility, starting as a cargo handler and completing his tenure as Vice President of Transportation and Logistics.

Tim advanced his understanding of the logistics industry via studies in management at The Ohio State University, Massachusetts Institute of Technology, and Cambridge Institute. [www.amerijet.com](http://www.amerijet.com)



# Cargo Claims & Loss Prevention

## Webinar – Speaker Biographies



**Carlos Tornero**  
Director Legal Services  
**IATA**

A graduate of the University of North Carolina at Chapel Hill and the American University's Washington College of Law, Carlos was the former General Counsel for the all-cargo airline, Florida West International Airways, Inc. in Miami, Florida a then Lan Airlines affiliate.

Carlos currently supports the Cargo Services Conference and Cargo Agency Conference, which are responsible for establishing international standards for the transportation of air cargo and regulating the carrier-cargo agent relationship, respectively. Additionally, Carlos is the General Counsel for IATA's wholly owned subsidiary, Cargo Network Services Corporation headquartered (CNS) in Miami, Florida responsible for supporting CNS with all of its legal services including commercial matters, competition law compliance, corporate governance and regulatory issues.

Instrumental in drafting and securing adoption of the IATA Multilateral e-AWB Agreement; Member of IATA/FIATA Cargo Agency Modernization Working Group; Established Legal Committee Working Group to address Brazilian courts' failure to exclusively apply the International Liability Conventions (Warsaw 1929 and Montreal 1999) to passenger and cargo claims; Development of the IATA Training and Development Institute course: "International Air Cargo Law." Inaugurated the "Legal for Non-Legal Track" at the IATA World Cargo Symposium. Instrumental in revising Cargo Services Conference Resolution 600b (the Conditions of Contract on the reverse side of the air waybill) to harmonize its liability standard worldwide, across all routes (Convention and Non-Convention) at the Montreal Convention standard: 19 SDRs/kilo.