Day 1, Thursday 29th September

14h00 – 14h10  Welcome Address  
Christian Piaget, Head Cargo Border Management, IATA

14h10 – 14h30  Keynote Address

14h30 – 14h45  CEO view on Claims Management  
Tim Strauss, Chief Executive Officer, Amerijet International

14h45 – 15h30  Ground Handling session  
Alan Glen, Vice President Cargo Development, Menzies Aviation  
Gordon Simpson, Vice President Insurance

15h30 – 16h00  NETWORKING BREAK

16h00 – 17h15  Legal Panel on Montreal Convention 1999 implementation  
Moderator  
Holger Bürskens, Partner, Arnecke Sibeth Dabelstein  
Panelists  
Bartholomew Banino, Partner, Condon & Forsyth  
Ricardo Bernardi, Partner, Bernardi & Schnapp  
Rainer Amann, Partner, Unwantschky Dangel Borst

17h15 – 17h30  Case Studies – Part 1  
Moderator  
Bartholomew Banino, Partner, Condon & Forsyth  
Rainer Amann, Partner, Unwantschky Dangel Bors

17h30 – 17h45  Lucky Draw – Part 1
Day 2, Friday 30th September

09h00 – 10h30  Session on time & temperature sensitive shipments  
Moderator  
Sonia Ben Hamida, Head Special Cargo, IATA

10h30 – 11h00  NETWORKING BREAK

11h00 – 12h00  Insurance panel  
Moderator  
Andres Camano, Assistant Vice President – Senior Claims Representative, Global Aerospace  
Panelist  
Peter Guy, Executive Vice President, Claims Director, Applied Underwriters Aviation

12h00 – 12h30  Fight of flights: dialogue on a live animal case  
Speaker  
Eric Mathieu, managing Director Customer Experience, American Airlines

12h30 – 14h00  LUNCH BREAK

14h00 – 15h30  Experts Panel  
Moderator  
Sebastian Cosgrove, Director Global Customer Service, Air Canada  
Panelists  
Christian Vesga, Legal Manager, Avianca Cargo  
Sanjeeva Abeyesinghe, Cargo Claims Processing & Recovery Manager, Qatar Airways  
Katherine Fruehling, Specialist, Claims Subrogation and Analytics, United  
Cynthia Lew, Manager Cargo Claims, Air France/ KLM/ Martinair

15h30 – 16h00  NETWORKING BREAK

16h00 – 17h00  Judges corner  
Moderator  
Rainer Amann, Partner, Urwantschky Dangel Borst  
Panelists  
Ricardo Bernardi, Partner, Bernardi & Schnapp  
Paul Woodley, Partner, Holman Fenwick Willan

17h00 – 17h30  Quiz  
Andres Camano, Assistant Vice President – Senior Claims Representative, Global Aerospace

18h00 – 21h30  NETWORKING DINNER (incl. Lucky draw – Part 2)
Day 3, Saturday 01st October

09h00 – 10h00  Multimodal digitalization  
Vicente Herrera, Cargo Customs Compliance, American Airlines  
George Leloudas, Associate Professor, Swansea University

10h00 – 10h30  Update on IATA air cargo compliance solution

10h30 – 11h00  NETWORKING BREAK

11h00 – 11h45  Case Studies resolutions – Part 2  
Moderator  
Bartholomew Banino, Partner, Condon & Forsyth  
Rainer Amann, Partner, Urwantschky Dangel Bors

11h45 – 12h00  Lucky draw – Part 3

12h00 – 12h15  Conference wrap up and closing  
Christian Piaget, Head Cargo Border Management, IATA