

IATA CARGO CLAIMS & LOSS PREVENTION CONFERENCE

BANGKOK, THAILAND 9 - 11 OCTOBER 2018



DAY 1: Tuesday 9 October 2018

09:00 - 09:15 **Welcome Address**

09:15 - 09:45 **Keynote Speech** (Speaker to be confirmed)

09:45 - 10:00 **Case Studies' Presentation**

Some fictional but realistic cargo claims cases will be distributed to the audience, to allow each participant to reflect on those cases until the last day of this Conference. This session's Moderators can be trusted to come up with particularly cunning scenarios which will exploit the audience's vigilance to its maximum. A debate on these cases resolutions is foreseen on the last day.

Moderators:

Bart Banino, Partner, Condon Forsyth

Frank Montbach, Partner, Mound Cotton Wollan & Greengrass LLP

10:00 - 10:30 **Multimodal carriage, door-to-door**

Multimodal carriage is a recurring challenge for the implementation of existing international legal instruments. This session will address door-to-door movements, recognizing that in the era of a booming e-commerce market, such movements and their legal implications should not be overlooked.

Speaker: **Frank Montbach**, Partner, Mound Cotton Wollan & Greengrass LLP

10:30 - 11:00 **Networking Break**

11:00 - 12:30 **Experts Panel**

This highly interactive session will focus on actual claims management questions submitted by the participants, with the proficient analysis of experienced claims managers.

Moderator: **Justin Ensign**, Manager Customer Relations and Claims, American Airlines

Panelists:

Sanjeeva Abeysinghe, Manager Cargo Claims Processing & Recovery, Qatar Airways

Sebastian Cosgrove, Manager Cargo Customer Relations, Air Canada

Martin De Souza, Assistant Manager Insurance, Singapore Airlines

Giuseppe Gatto, Legal & Claims Department, Delvag Versicherung AG

12:30 - 14:00 **Networking Lunch**

14:00 - 14:20 **IATA Activities Outlook**

This session is the opportunity to get an overview of IATA's current activities in relation with cargo claims and loss prevention.

Speaker: **Christian Piaget**, Senior Manager, Cargo Border Management and Claims

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DAY 2: Wednesday 10 October 2018

09:00 - 09:45 Mechanisms of Alternative Dispute Resolution (to be confirmed)

Alternative Dispute Resolution mechanisms are increasingly used in some parts of the world, not least Asia, to resolve cargo claims issues. This session will discuss the current status, strengths and weaknesses of such mechanisms.

09:45 - 10:30 Airline Perspective on Perishable: Ithrath Usman, Cargo Customer Relations Manager, Emirates

The rest of this morning will focus on the carriage of perishables, recognizing that claims relating to those shipments are those that keep air cargo claims managers and lawyers awake at night. This Conference part will start with an experienced airline's perspective concerning such carriage.

10:30 - 11:00

11:00 - 12:30 Panel on Perishables

This Panel will debate on the complexities linked with those highly sensitive shipments and what can be done to ensure efficient carriage in line with customers' expectations.

Moderator: **Dan Soffin**, International Aviation Legal, Commercial and Operations Expert,

Panelists:

Dave Suhajda, Sr. Manager Claims and Systems, Polar Air Cargo and Atlas Air

Max Zaccar, Chairman, Commercial Insurance

George Kakashvili, Lawyer, Lasare Cargo Terminal/Shota Rustaveli Tbilisi International Airport

Bert Allard, Manager Special Cargo and Service Delivery, Emirates

12:30 - 14:00 Networking Lunch

14:00 – 15:30 Judges Corner

A good contender with the Experts Panel as one of the most favorite CCLP sessions over the past 13 years, this session will gather the views of eminent air cargo lawyers on cases submitted by claims managers around the world.

Moderator: **Rainer Amann**, Partner, Urwantschky Dangel Borst

Panelists:

Mark Mackrell, Partner, Norton White

Ricardo Bernardi, Partner, Bernardi & Schnapp

(Other Panelists to be confirmed)

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DAY 3: Thursday 11 October 2018

Pharma Focus in Cargo Claims and Loss Prevention

Pharmaceutical goods have a significant financial impact if they are subject to claims. This session will bring together experienced airline claims managers, lawyers and insurers with experts from the pharmaceutical industry to debate on the respective expectations, concerns and solutions for the carriage of this very sensitive cargo.

09:00 – 09:45 **Jaisey Yip**, Associate General Manager Cargo & Logistics Development, Pharma.aero

09:45 – 11:00 Panel on the transport and handling of Pharmaceutical Products

Moderator: (to be confirmed)

Panelists:

Jaisey Yip, Associate General Manager Cargo & Logistics Development, Pharma.aero

Federico Lupp, Head of Business Development EMEA & APAC, DHL

Courtney Buckwalter, Assistant Manager - Cargo Claims, United Cargo

(Other Panelist to be confirmed)

11:00 - 11:30 Networking Break

11:30 - 12:00 Case Studies' Resolution

Moderators: Bart Banino, Frank Montbach

12:00 - 12:15 Lucky Draw (Part III)

Your last chance! So are you getting that last model aircraft after all?

12:15 - 12:30 Closing Remarks

Christian Piaget, Senior Manager, Cargo Border Management and Claims