



## **TENTATIVE AGENDA – CARGO CLAIMS & LOSS PREVENTION CONFERENCE 25-27 September 2007**

- Keynote speech.
- Perishable (PER) claims: regional peculiarities, handling claims of commodities like medicines, frozen foods, fresh fruits and vegetables, cut flowers etc.
- European Legal Framework for handling Cargo claims: general guidelines.
- Judges' Corner, where well known international lawyers will discuss legal cases involving cargo, submitted by the participants.
- The customers 'voice: The impact of claims on Shippers.
- Claims involving Postal bags
- Handling Interline claims.
- Special Cargo claims involving Valuable cargo (VAL), Dangerous Goods (DGR), Live Animals (AVI), Human Remains (HUM) etc.
- Claims Benchmarking how air cargo claims community can benefit from it.
- Working with Recovery Agents.
- Working with subrogated claims: Insurance Companies.
- Loss Prevention: what can be learnt from existing claims.
- Cargo Claims: Ground Handler's perspective: Is the "immunity" offered by the standard GHA contract valid in today's business environment?
- Claims involving third parties like Surface Transportation Providers, Terminal operators, GHAs. What do the parties involved want from each other for efficient resolution of cargo claims?
- Customer service/Service Recovery: Keeping the customer in spite of the Claim.
- Operation Grafton at Heathrow airport by London Metropolitan Police and its impact on Cargo Claims.
- Claims Primer for new cargo claims managers.

