

Passenger Claims Conference, 30 September 2026, Luxembourg



**Pinelopi
BOURNAKI**
Legal Counsel
Hellenic Train

After completing her legal studies in the National and Kapodistrian University of Athens, Greece and her International-MBA in Athens University of Economics and Business, Pinelopi Bournaki acquired 26 years expertise in rail transport law. She joined primarily the Athens Suburban Railway S.A. (PROASTIAKOS S.A.) from 2004 to 2006 as legal advisor. From 2006 until 2022, she was Legal Advisor and Secretary to the Board of Directors at TRAINOSE S.A. (the sole Greek railway operator and main provider of rail transport for passengers and freight and since 2017, member of the Ferrovie Dello Stato Italiane Group-FSI). From 2022 until today, Pinelopi continues her career in the company (which operates now under the name HELLENIC TRAIN S.A.) with the same role and in addition, as responsible for the Compliance Department.

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Erik EVTIMOV
Secretary General
CIT

Erik Evtimov studied law at the Universities of Sofia and Bern. He was awarded a Master of European Law (LL.M. Eur.) following post graduate studies in European law at the European Institute of the University of Saarland/Germany. A doctorate (Dr. iur.) was conferred on him by the University of Bern in 2003 with the distinction "magna cum laude". Erik qualified as a lawyer in Sofia and served as an intern at the European Court of Justice in Luxembourg at the beginning of 2004.

He joined the General Secretariat of the International Rail Transport Committee (CIT) as a Senior Legal Adviser in 2004 and was appointed Deputy Secretary General in 2011. He has served as CIT Secretary General since 2026. He is a lecturer in European and International Rail Transport Law at the University of Bern and a visiting lecturer in Rail Transport Law at Université Lumière Lyon 2.

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International Rail Transport Committee
Comité international des transports ferroviaires
Internationales Eisenbahntransportkomitee



Speakers



**Oliver
HIRSCHFELD**
Corporate lawyer
Legal Department
DB AG

Working in DB's legal department, branch public commercial law, state aid law, public transport contract law; counselling DB passenger services' international activities and working on international railway law, especially in the fields of railways' cooperation, interoperability and passenger rights.

Member of the CIV Committee and Chairman of the CIV Working Group.



Sophie LACOUR
Director of Passenger
Activities
CFL

After completing her Master's degree in Management Engineering at Solvay Business School in Belgium, Sophie Lacour began her career in consulting at Arthur Andersen, later Ernst & Young. She joined the National Railway Company of Luxembourg (CFL) in 2004, where she spent over a decade in financial management, business planning and management reporting. After transitioning to quality management in 2016, she was appointed Head of Quality in 2019.

Today, as Director of Passenger Activities, a position she has held since July 2024, Sophie Lacour is responsible for shaping and implementing CFL's passenger strategy. She oversees rail and bus operations, rolling stock and service development to deliver safe, efficient and high-quality mobility solutions. In parallel, she steers the strategic development of CFL Mobility, a carsharing service, helping shape an integrated and seamless multimodal travel experience. Driven by a vision of human-centred mobility, she places people at the heart of transformation, believing that sustainable operational excellence can only be achieved through engaged employees and satisfied customers. With the customer at the heart of every decision, Sophie Lacour is dedicated to fostering a customer-centric culture and driving continuous improvement throughout the passenger journey.

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Speakers



Bertrand MINARY
Passenger and
Freight Director
UIC

Bertrand Minary is a senior international rail executive with more than 25 years of experience helping railways improve performance, services and safety across passenger and freight systems. As Passenger & Freight Director at the International Union of Railways (UIC), he works closely with railway CEOs, transport authorities and ecosystem partners to enhance operational efficiency, customer experience, safety governance and interoperability across the mobility value chain.

He leads the UIC Services portfolio, ensuring that international cooperation delivers concrete and deployable services for members, including IT and digital solutions (ticketing, data sharing, multimodal interoperability), international standards (UIC IRS), training programmes and collaborative projects. His approach is explicitly customer-oriented, supporting railways in improving service quality, cost efficiency and competitiveness. Bertrand oversees 68 international working groups covering passenger services, ticketing and sales, high-speed rail, stations, freight corridors, operations, safety management systems, hazardous goods, loading rules and digital automation such as Digital Automatic Coupling (DAC). He also coordinates all UIC activities for the Middle East and Latin America, working with 24 member railways across all UIC domains.

Previously, he was CEO of Railenium, France's public-private rail technology institute, leading a full turnaround and launching major programmes in passenger mobility, decarbonisation and digital infrastructure. Earlier, as Chief Technical & Innovation Officer at Rail Logistics Europe (SNCF Group), he drove digitalisation and operational efficiency for Europe's second-largest rail freight operator. His leadership is grounded in strong operational and commercial experience at Fret SNCF, where he managed large-scale freight operations and a €200M customer portfolio.

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Speakers



Maria SACK
President
CIT

Education:

Formation Sales Manager Import Export, Law Studies in Hamburg and Geneva, German State Exam in Law, Masters Degree in European Community Law (LL.M.) at the College of Europe, Bruges, Assistant of European Community Law at the University of Hamburg.

Professional Activities:

Since 1997 working for Deutsche Bahn AG: Legal Expert for European Law, Law Department, Head of Unit of International Associations in the Department of European & International Political Affairs. President of CIT, DB Representative in the UNECE working group on Unified Railway Law.



Isabelle SAINTILAN
Head of Stations and
Maintenance
Regulatory Strategy
EUROSTAR

3rd cycle in European business law at the University of Paris-II (Assas). Lawyer at the firm Jeantet then ATER at the faculty of Paris XII. From 2004 lawyer in the legal department of SNCF Voyages, then SNCF Voyages Développement: mainly in charge of international cases since 2008 and assistant to the department from 2013 to 2021. President of the CIV working group of the CIT from 2013 to 2018. Vice-President of the CIV Committee from 2018 to 2021 and President of the CIV Committee since 2021.

Joined Eurostar International Limited in January 2022, currently Head of Stations and Maintenance Regulatory Strategy.

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David SARFATTI
Senior Advisor
UIC

David Sarfatti graduated in 1998 with a Master's Degree in Mathematics from the University of Caen, France and in Applied Statistics from the University of Joensuu, Finland.

After a career as IT software developer and Project Manager in the French Railway, he held a director position at Avancial Paris, one of SNCF's IT Branch.

Since 2012, he is Chairman of the UIC working group for Rail Passenger Ticketing and participates in the development of new barcodes and international rail paperless ticket standards.

Mr Sarfatti's expertise is in the field of IT systems for Rail tickets distribution and seats reservation inventories. In 2019, he joined UIC Passenger Department as Senior Advisor.



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Speakers



Nina SCHERF
Senior Legal Adviser
CIT

After studies in law at the University of Mainz (Germany) and Genoa (Italy) Nina Scherf specialised in “International Private and Procedural Law” and “International Public Law” before passing her first and second German State examination in law. In addition, she completed a Master of Laws degree (LL.M.) in “Negotiating and designing contracts“. Ms. Scherf worked at Deutsche Bahn in Frankfurt am Main before joining the CIT in the end of 2014 where she works as Senior Legal Adviser, leading passenger and infrastructure sections.



Thomas SCHÖNFISCH
Market Manager,
International Pricing
Pricing and Revenue
Management
SBB CFF FFS

After passing his state examination for secondary school teaching at Potsdam University (Germany) in 1997, he decided to change career during his teaching placement and moved into the aviation industry. Until 2002, he worked for various European and American airlines, both in the air and on the ground. In 2003, he moved to Switzerland and took on various roles at Swiss International Airlines where he was closely involved in the integration of Swiss into the Star Alliance network and the Lufthansa Group and eventually assuming commercial responsibility for the SWISS Airline markets in the Americas. In 2012, he left the airline industry and joined SBB, where he has since held various positions in international passenger transport. Recently, his commercial focus at SBB has been on the fast-growing Italian market and on International Passenger Rights.



Fabrice SETTA
Distribution Senior
Advisor Passenger
Department
UIC

Fabrice Setta is a senior Railway professional specialised in the domain of Passenger Rail data exchange and Timetables having an in-depth knowledge of Railway business processes and the underlying IT systems supporting the planning, execution, and post-trip processes for passenger rail. He has a strong background in Message Exchange environments, including working knowledge of EDIFACT and IT architecture and format and expertise in database administration, in particular for Railway reference files. He serves as Speaker in the ERA TAP-TSI Change Control Management overseeing the TAP Technical Document maintenance. He has deep project management experience in multi-cultural contexts with multi-stakeholders' projects like MERITS (timetable and location data) and PKMW (Public Key Management Website).



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Speakers



Jan VÁVRA
Expert Passenger
Transportation
CIT

After completing his Master's studies in the Czech Republic (Masaryk University) and Denmark (University of Copenhagen), Jan Vávra acquired his expertise in passenger transport during his 12 years at Czech Railways, where he was primarily responsible for international conditions of carriage, commercial relations between carriers, and various ticketing issues. From 2016 to 2019, he also chaired the East-West Steering Committee at UIC. Since 2020, Jan Vávra has been working for the International Rail Transport Committee (CIT) in Bern as an expert in rail passenger transportation, focusing on ticketing issues and after-sales matters related to the PRR/CIV.

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Yannis YABANIS
Railway Key
Account Manager
Attica Group

Yannis Yabanis has more than 25 years of experience in the passenger shipping industry with Attica Group, having held various operational and commercial positions across the company's Adriatic and domestic activities. His experience includes around 10 years in Operations and Capacity Management, as well as 14 years managing the company's Help Desk operations, supporting travel agencies and customers across both Adriatic and domestic services, including online bookings, reservations, rail passenger products and after-sales assistance.

Since April 2024, he has served as Railway Key Account Manager, coordinating Attica Group's cooperation with the international rail sector, with a particular focus on rail-sea passenger products, international partnerships and multimodal transport. In this role, he represents Attica Group in international railway organisations and industry forums, including UIC, CIT and Eurail Group, while also contributing to the company's Domestic and Adriatic Sales activities.

He studied Tourism Management in Athens and speaks English, German and Dutch.