

6TH WORLD LEGAL OPERATIONS SUMMIT

16-17 APRIL 2026

BERLIN, GERMANY



Register Now & Save €300

CHAIR



Stephen Allen
Chief Scout
Trampelpfad



Jonathan Collett
Senior Director, Fintech Legal
Booking.com



SPEAKER LINE-UP



Rik de Groot
Head Legal Operations
Rabobank



Tamara Tkalec Mjeda
Senior Manager,
Global Legal Operations
Teva Pharmaceuticals



Andrea van Sleen
Head of Legal & Customer
Affairs - Legal Operations
KLM Royal
Dutch Airlines



Håkan Nordling
Senior Legal Counsel,
Chief Digital Office
Volvo Group



Selin Evrem Pattni
Head of Legal Global Supply
Chain and Purchasing Operations
& Senior Corporate Director
Henkel



Jerome Raguin
Legal & Integrity Operations
Program Manager
Hitachi Energy



David Campos Pavon
Data, Technology, Operations
and IP General Counsel
Zurich Insurance



Thomas Schönholzer
Group General Counsel
The Swiss Post Ltd.



Lochlainn Garvey
Project Manager Global
Restructuring and
Legal Operations
A.P. Moller - Maersk



Alexander de Nerée
External Firm
Relationships Counsel
Ericsson



Peter Carlsson
Head of Group
Legal Operations
Nordea



Rahul Prasad
Head of Data, Technology
& Process Insights
(Legal Operations)
Boehringer Ingelheim



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We are pleased to announce the launch of the **6th World Legal Operations Summit**, taking place on the **16th–17th of April 2026** in **Berlin, Germany**. Following the success of the five previous editions, this event will focus on leveraging the latest technology to transform legal workflows, driving cost-efficiency across operations, ensuring security, compliance, and the protection of sensitive data, and building future-ready legal teams. Key topics will include digital-first legal operations, effective adoption of AI agents, business process innovation, data-driven decision making, compliance across fragmented jurisdictions, alignment of legal KPIs with enterprise metrics, and upskilling the legal workforce to meet the needs of an evolving business landscape. Don't miss your chance to join the conversations shaping the future of legal operations during this 2-day event, filled with knowledge sharing, thought-provoking discussions, and networking with your peers!

Key Practical Learning Points

- Turning Digital-First Legal Operations into Tangible Business Value that Drives Growth and Performance
- Exploring How Agentic AI Transforms Legal Workflows through Autonomous Decision-Making
- Applying Legal-Tech Minimalism by Prioritizing Tools that Create Lasting Value
- Driving Smarter Decisions by Turning Legal Data into Actionable Insights
- Translating Legal KPIs into Business Impact that Fuels Strategic Decisions
- Adopting a More Cost-Effective Approach to Scalable Legal Service Delivery
- Elevating CLM to Transform Legal Operations into Strategic Business Drivers
- Building a Digital-Transformation Culture within Legal Teams and Beyond
- Reframing Legal Operations with a Customer-Centric Approach to Value Creation

Who Should Attend

This Summit is a must-attend event for senior decision-makers with the following job titles:

- Chief Legal Operations Officer
- Chief Administrative Officer
- Chief of Staff
- Director of Legal Operations
- Head of Operations
- Head of Legal Operations
- Head of Risk Management
- Head of Transformation
- Head of Change Management
- General Counsel
- Senior Counsel
- Managing Counsel
- Lawyer/ Partner
- & Others!

Take A Look at Our Past Edition



-  **X 12+ Industry Case Studies**
-  **X 20+ Hours of Networking:**
forge new professional contacts during numerous networking breaks between sessions & during the special Networking Dinner on Day 1
-  **X 100+ Pages of the Post-Summit Materials**
documentation package available upon demand*

Previous Attendees Include



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08:30 Check-In and Welcome Coffee ☎

09:00 Opening Address from the Event Chair

09:10 "Breaking the Ice" Speed Networking Session

TECH FOUNDATION OF LEGAL TRANSFORMATION

09:50 AVAILABLE SPONSORSHIP SLOT

**Autonomous Legal Ops:
Orchestrating People, Processes, and Agents**

As AI agents mature from pilots to production, legal operations must evolve from isolated automations to coordinated "agentic" systems. This session shows how to design an operating model that choreographs people, processes, and agents across intake, contracts, e-billing, and discovery—while preserving control, compliance, and client trust. We'll cover orchestration patterns, human-in-the-loop checkpoints, safety and governance, and the metrics that prove value. Attendees leave with a blueprint to launch—or level up—autonomous legal ops without sacrificing accountability.

10:30 Case Study: 🔍

**Landing Legal Ops at KLM:
How KLM Transformed High Volume
Litigation Through Innovation and AI**

At KLM, Legal Operations took off in one of the most demanding areas of legal work: high-volume passenger litigation. What started as a pilot has grown into a transformation of how legal delivers value — blending technology, data, and human insight. Key takeaways include:

- How to introduce Legal Ops in a traditional, high-pressure environment
- Using automation and AI to scale legal capacity and bring work back in-house
- Embedding process excellence and data insights into daily operations
- Leading change through curiosity, courage, and connection

A practical story of how KLM's legal team turned Legal Ops from an idea into a powerful engine for smarter, more strategic work.

Andrea van Sleen

Head of Legal & Customer Affairs

- Legal Operations

KLM Royal Dutch Airlines



11:00 Morning Coffee and Networking Break ☕

11:30 Case Study: 🔍

**Enterprise Adoption of Legal Technologies:
eSignature, Contract Automation, AI/ML,
and Bots**

Enterprises don't need more pilots—they need production-grade legal technology that delivers speed with control. This talk shares a practical adoption blueprint spanning eSignature at scale, contract automation/CLM, AI/ML for triage and drafting assistance, and bots for routine workflows. We'll cover operating model choices (service catalog, playbook-as-code), integration patterns (ERP/CRM, identity, data lake), and guardrails (privacy, model risk, audit). Expect real use cases—self-service NDAs, clause selection, approval routing, risk scoring—and the metrics that matter: cycle time, variance-to-playbook, residual risk, and external spend.

David Campos Paxon

Data, Technology, Operations

and IP General Counsel

Zurich Insurance



12:00 Case Study: 🔍

**The Legal Innovation Stack:
Ops, Data, CLM, and AI in Practice**

How do you modernize a global Legal & Public Affairs function without slowing the business? This case study traces Booking.com's multi-year rebuild from fragmented tools to an engineered legal platform: API-first CLM with a normalized contract data model and clause library; playbook-as-code with automated risk scoring and fallbacks; event-driven workflows integrated with Jira/ServiceNow; and a governed LLM layer (RAG over precedents, prompt policies, human-in-the-loop, audit telemetry).

Jonathan Collett

Senior Director, Fintech Legal

Booking.com



12:30 Case Study: 🔍

**Automating Legal Work
Without Legal Automation**

- Why: remove bottlenecks — lawyers focus on exceptions
- How: embed rules/metadata into business tools + parameterised templates
- Controls: auditable trails, escalation gates, spot-checks
- Measure: cycle-time ↓, exceptions ↓, satisfaction ↑

Håkan Nordling

Senior Legal Counsel, Chief Digital Office

Volvo Group



13:00 Business Lunch 🍽

**THE INTELLIGENCE LAYER:
RETHINKING LEGAL OPS EFFICIENCY**

14:00 INTERACTIVE SESSION 🗨

**Reimagining Contracts: How CLM Transforms
Legal Operations into Strategic Business Drivers**

We'll unpack the building blocks: a normalized contract data model, clause library and playbook-as-code, automated intake and approvals, and integrations with CRM/ERP, identity, and BI. See where GenAI adds real value (drafting assistance, clause search, risk flags) with human-in-the-loop and auditability. Learn adoption tactics that stick—service catalogs, SLAs, change champions—and the metrics leaders fund: cycle time, variance-to-playbook, win rate impact, residual risk, and external spend. Leave with a reference blueprint and a staged roadmap to ship faster, prove value, and scale globally with control.

14:30 Case Study: 🔍

**Delivering High-Quality Legal Services While
Adopting a More Cost-Effective Approach**

After a brief introduction to the team and organization for reference, Rik is going to share his learnings in adopting a structured approach towards operational excellence, enabling the legal counsels to do their best work: deliver high quality legal expertise in an efficient and practical way. Reducing cost, increasing productivity. And fun.

Rik De Groot

Head Legal Operations

Rabobank



15:00 Case Study: 🔍

**Building a Smarter Legal Ecosystem:
Change, Automation and AI
in Outside Counsel Management**

- Automate intake, tracking, invoicing
- Use data to optimise spend and performance
- Align teams via clear workflows
- Apply AI for research and review
- Continuously improve processes

Alexander de Nerée

External Firm Relationships Counsel

Ericsson



15:30 Afternoon Tea and Networking Break ☕

15:50 Case Study: 🔍

**Streamlining Legal Ops for a
Resilient Global Supply Chain ***

This session will explore how streamlined legal operations can enhance the resilience of global supply chains. Key topics include leveraging technology, standardizing processes, and improving collaboration to address compliance challenges, mitigate risks, and adapt to disruptions. Attendees will gain actionable insights into aligning legal operations with supply chain strategies to drive efficiency, agility, and long-term success.

Selin Evrem Pattni

Head of Legal Global Supply Chain

and Purchasing Operations

& Senior Corporate Director

Henkel



16:20 PANEL DISCUSSION 🗨

**Robots, Routines, and Results: Automating
Legal Ops Without Losing the Human**

Legal operations teams are under pressure to do more with less—yet "automation" can feel like a black box or a buzzword. This panel gets practical. Senior legal ops, product, and privacy leaders will unpack where automation actually drives measurable outcomes (intake, NDAs, matter triage, outside counsel billing, discovery workflows) and where human judgment must remain in the loop.

17:00 Chair's Closing Remarks and End of Day One

18:00 Networking Dinner 🍷

* TBC

08:30 Check-In and Welcome Coffee ☕

09:00 Day Two Opening Remarks from the Chair

THE COMPLIANCE EDGE:
SECURITY, INTEGRITY & PROTECTION

09:10 AVAILABLE SPONSORSHIP SLOT

AI Governance for Legal Workflows:
Structure, Control, and Measurement

We will examine structural approaches for integrating AI into legal operations, from contract review to compliance monitoring, while maintaining alignment with regulatory standards and ethical obligations. Attendees will learn practical strategies to establish control mechanisms — including risk assessment, oversight protocols, and human-in-the-loop safeguards — that balance innovation with legal responsibility. The presentation will also highlight methods for defining and tracking success metrics, enabling organizations to measure performance, mitigate bias, and continuously improve AI-enabled processes. By the end of the session, participants will be equipped with actionable insights to govern AI adoption in legal contexts with confidence and precision.

12:00 Case Study: 🔍

The Intersection of Legal, Compliance,
and Technology: A New Model for Integrity

- Re-architect the legal & compliance domain into a unified operating model that enables proactive advisory, real-time insight and agile response
- Deploy technology not as a panacea, but as an enabler of transparency, measurement and risk-informed decision-making—transforming compliance from cost-center to business value driver
- Build a foundation of “integrity by design” — embedding ethical and regulatory guard-rails into global processes, digital workflows and change programmes, so that integrity becomes a lens through which all legal and compliance activity is viewed
- Lead the change management challenge: how to align people, process and platform globally in a way that drives consistency, scalability and adaptability, rather than forcing standardisation at the expense of local relevance

Jerome Raguin
Legal & Integrity Operations
Program Manager
Hitachi Energy

HITACHI

10:30 Morning Coffee and Networking Break ☕

11:00 Case Study: 🔍

ESG and Future Readiness: Compliance,
Competitive Positioning and Legal Operations

- Global megatrends incl. climate change and implications for internationally operating companies
- Regulatory divergence on a global scale: regression, progression and market forces
- Compliance: greenwashing litigation, whistleblowing, M&A, contract management and governance incl. internal controls + reporting to executive committee and board
- The (legal) strategy of value creation: access to capital markets and funding costs, consistency as trust driver and rating impacts

Thomas Schönholzer
Group General Counsel
The Swiss Post Ltd.

SWISS POST

11:30 Case Study: 🔍

Metrics that Matter: Turning Legal Strategy
into Measurable Business Outcomes *

Connect legal strategy to numbers leaders trust. Define outcome-based OKRs, instrument leading and lagging indicators, and build executive-ready dashboards that inform prioritization and resource allocation. Map strategy to KPIs—cycle time, portfolio throughput, variance-to-playbook, risk reduction, satisfaction, and external spend—and use insights to drive continuous improvement and demonstrable business value.

Rahul Prasad
Head of Data, Technology &
Process Insights (Legal Operations)
Boehringer Ingelheim

Boehringer
IngelheimNEXT-GEN LEGAL TALENT:
SKILLS THAT DRIVE BUSINESS IMPACT

12:30 WORKSHOP ⚙️

Collaboration at Scale: Enhancing Team
Performance in Modern Legal Operations

Modern legal teams need a pragmatic framework for scaling collaboration that integrates process design, technology enablement, and behavioral norms across five pillars: (1) standardized intake and triage, (2) shared matter workspaces with role-based visibility, (3) codified playbooks and reusable templates, (4) metrics for continuous improvement, and (5) governance that balances speed with risk and compliance. Through scenarios in commercial contracting, litigation support, and regulatory change, we show how automation, AI-assisted drafting, and integrated knowledge repositories reduce cycle time and rework while improving stakeholder experience.

12:30 Case Study: 🔍

Future-Ready Legal Teams: Nurturing
Hybrid Talent in a Changing Legal Landscape

As legal departments evolve under the pressure of digital transformation, regulatory complexity, and cost efficiency, the next generation of legal professionals must be equipped with more than just legal expertise. This session explores how legal operations leaders can cultivate hybrid talent - professionals who blend legal knowledge with operational, technological, and strategic skills.

Topics to cover:

- Developing, and empowering future-ready legal professionals
- Emerging hybrid roles
- Essential skill sets
- Cultural shifts needed to support continuous learning and adaptability

Tamara Tkalec Mjeda
Senior Manager, Global Legal Operations
Teva Pharmaceuticals

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13:00 Business Lunch 🍽️

14:00 Case Study: 🔍

Change Management for
Legal Teams During Restructures

- Proven methods for preparing legal teams for continuous change.
- Strategies for balancing legal accuracy with organisational agility.
- Communication and stakeholder frameworks that foster adoption and trust.
- Lessons learned from integrating technology, process redesign, and culture shift in a multinational context.
- Attendees will leave with actionable tools to lead their own legal departments through transformation—confidently, collaboratively, and sustainably.

Lochlainn Garvey
Project Manager Global Restructuring
and Legal Operations
A.P. Moller - Maersk

MÆRSK

14:40 Case Study: 🔍

Change by Default:
Building a Culture That Upgrades Itself *

Most legal teams change by exception—only when pain is acute. This session flips the script: how to build a legal function that continually upgrades itself—quietly, predictably, and without heroics. You'll learn how to convert skeptics into co-designers, sequence a 90-day improvement backlog, and embed AI and automation with human checkpoints so quality and compliance rise together. We'll show how to hardwire lightweight rituals (weekly “risk & rework” huddles, decision logs, kill-criteria), productize services with clear SLAs and tiering, and use metrics lawyers trust—latency, defect rate, and risk avoided—to steer work. The result: a legal org where improvement is the default path, not a special project.

Peter Carlsson
Head of Group Legal Operations
Nordea

Nordea

15:20 Chair's Closing Remarks and End of Summit

* TBC

SPOTLIGHT ON OUR SPEAKERS

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Stephen Allen
Chief Scout
Trampelpfad

A highly experienced operational and transformational business leader, operating at the C suite level, Stephen has been at the vanguard of delivering legal market change, and is internationally recognised as a leading market expert and innovator. Stephen has worked in legal services for over 25 years including leadership roles at Elevate, Hogan Lovells, DLA Piper and BLP. Additionally, he spent four years at the helm of a France Télécom company.

He is a Fellow of the College of Legal Practice Management and was the inaugural recipient of the Financial Times Innovative Lawyer Intrapreneur of the Year.



Tamara Tkalec Mjeda
Senior Manager, Global Legal Operations
Teva Pharmaceuticals

Tamara Tkalec Mjeda is a dynamic leader with over a decade of experience driving innovation and operational excellence across global, highly regulated environments. Her career sits at the crossroads of law, technology, and operations, enabling her to drive transformative change. With a background in law and international relations, and an MBA in progress, Tamara is passionate about translating complex business needs into scalable, intelligent solutions. Her expertise spans innovation lifecycle management, risk alignment, and stakeholder engagement, making her a dynamic force in shaping the future of legal operations. As Senior Manager of Global Legal Operations at Teva Pharmaceuticals, Tamara transforms legal service delivery through innovation, automation, and data-driven decision-making. She has co-led enterprise AI initiatives and built frameworks that embed digital innovation into the heart of legal processes. She is passionate about bridging the gap between legal expertise and technological advancement.



Rik de Groot
Head Legal Operations
Rabobank

With a background in arts and law, Rik started his professional career at an international law firm with a focus on banking and finance. After going in-house in 2016, Rik started Legal Operations at Rabobank Legal in 2022. Combining various existing support activities in the legal department and setting up new roles to contribute to an efficient and effective in-house legal function. He's been developing the legal operations practice with his team, learning from - and sharing with - peers throughout the international community. From Strategy down to Technology, with particular attention to the People aspects of legal operations.



Håkan Nordling
Senior Legal Counsel, Chief Digital Office
Volvo Group

Håkan focuses on IT and data-related legislation and legal matters. Previously, he served as Legal Strategy and Operations Counsel at Ericsson, Specialist Counsel at Setterwalls law firm, and worked in the IT industry earlier in his career. He has also extensive experience in legal automation, leveraging his IT knowledge, and is a keen advocate for citizen development initiatives.



Jerome Raguin
Legal & Integrity Operations Program Manager
Hitachi Energy

Jerome operates at the intersection of Legal, Technology, and Operations. He has supported Legal, Compliance, IP, and eDiscovery teams in designing target operating models, selecting and implementing fit-for-purpose technologies, enhancing cost transparency, and leading complex global initiatives. His work bridges strategic vision with operational execution, driving transformation across legal functions.

At Hitachi Energy, Jerome leads a global program aimed at elevating the Legal and Integrity function to its next stage of maturity, embedding innovation, efficiency, and resilience into its core.



Andrea van Sleen
Head of Legal & Customer Affairs - Legal Operations
KLM Royal Dutch Airlines

Andrea is Head of Legal & Consumer Affairs at KLM Royal Dutch Airlines, leading the legal team responsible for global passenger rights and high-volume litigation. She combines strategic legal leadership with a strong focus on innovation, automation, and AI.

Andrea started her KLM journey in 2017 as Corporate Lawyer, working on pioneering projects such as AI optimization tools for the airline's operation. Before joining KLM, she practiced as a lawyer and helped launch her firm's legal tech startup — an experience that shaped her vision of a modern, data-driven legal function. At KLM, she built Legal Operations from the ground up, embedding digital transformation and process excellence into legal strategy. Her mission: to make legal work smarter, more human, and a true driver of business value.



Thomas Schönholzer
Group General Counsel
The Swiss Post Ltd.

A thought and seasoned legal executive with a track record of successful leadership and transformation initiatives of legal, compliance, investigations, risk management and insurance units for listed and high-profile companies. Strengths in business orientation, practical solutions, anticipation, stakeholder management and crisis response. Technical expertise as regards corporate matters/litigation, AI/data, international sanctions/export controls/tariffs, sector regulations/compliance, and ESG. Before joining the Swiss Post Ltd., Thomas was a member of the extended executive committee and the secretary to the board of directors of Sulzer Ltd with global responsibilities for legal, compliance, risk management, insurance and security. After his studies of laws and economics (incl. the Swiss bar exam, an MBA degree and a doctoral thesis on international corporate and finance markets laws at the interface to IT), Thomas worked for 2 law firms in Zurich and in London respectively (Baker & McKenzie and Simmons & Simmons amongst others). Afterwards he spent 10 years in the international IT and telecoms sector before joining a high tech and listed company as their general counsel and secretary to the board of directors. Thomas is a lecturer at the Europe Institute of Zurich University and at the Institute for International Business Law of Fribourg University. He regularly speaks on conferences - lately in Zurich on AI & hiring, in London on high stakes/crisis management and the role of the GC, and in Berlin on ESG - and publishes on corporate matters, recently on international ESG rules and regulations.

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- 2-Days Summit + Workshop
- Interactive Focus Sessions
- Discussions with Industry Experts and Peers
- Complimentary Networking Dinner
- Post-Conference Documentation Package
- Delegate List

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For registration completed
by **November 14th**

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- Interactive Focus Sessions
- Discussions with Industry Experts and Peers
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- Delegate List

~~1595 euro~~
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3499 euro

DELEGATES

Name:

Position:

E-mail:

Name:

Position:

E-mail:

Name:

Position:

E-mail:

CONTACT INFORMATION

Company:

Address:

City:

Postcode:

Phone:

VAT No:

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