



# SAFETY AND FLIGHT OPS CONFERENCE

SEOUL, REPUBLIC OF KOREA  
24 — 26 APRIL 2017





# *Creating Sustainable and Safe Operations in an Interconnected World*

**Seoul, Republic of Korea, 24-26 April 2017**

## **Day 1 – Monday, 24 April 2017**

07:30 – 18:00	<b>Registration open</b>
<b>Morning Industry Meetings, by invitation only: 09:00 till 12:30 (Networking Break 10:30 – 11:00)</b>	
12:30 – 14:00	<b>Lunch Break</b>
14:00 – 15:00	<b>Welcome and Formal Conference Opening</b> <ul style="list-style-type: none"><li>➤ Alexandre de Juniac, Director General and CEO, IATA</li><li>➤ Hwang Sung-Youn, Director General, Aviation Safety Policy, Office of Civil Aviation, Ministry of Land, Infrastructure and Transport (MOLIT), Republic of Korea</li><li>➤ Lee Soo Keun, Executive Vice President and Chief Technology Officer, Korean Air</li><li>➤ Akiyoshi Yamamura, Senior Vice-President and CSO Safety, Security Management, Asiana Airlines</li></ul>
15:00 – 15:30	<b>Networking Break</b>
15:30 – 16:45	<b>State of the Industry – Global Perspective/Regional Response</b> <p><b>Moderator:</b> Brian Pearce, Chief Economist, IATA</p> <ul style="list-style-type: none"><li>➤ Andrew Herdman, Director General, Association of Asia Pacific Airlines (AAPA)</li><li>➤ Jeff Poole, Director General, CANSO</li><li>➤ Duong Tri Thanh, President and CEO, Vietnam Airlines</li></ul>
16:45 – 17:00	<b>Overview of Tuesday Flight Ops and Safety Streams</b>
17:30 – 18:30	<b>IATA-Led Workshops</b> (click <a href="#">here</a> for detailed workshop descriptions) <ul style="list-style-type: none"><li>– Dangerous Goods eFB</li><li>– IATA Aviation Safety Culture Survey (I-ASC)</li><li>– Safety Information Exchange (SIE)</li></ul>
18:30 – 20:00	<b>Welcome Reception for all Conference delegates</b>

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## Day 2 - Tuesday, 25 April 2017

07:30 – 18:00	<b>Registration open</b>	
	<b>Flight Ops Stream</b>	<b>Safety Stream</b>
09:00 – 10:30	<p><b>Regulatory Impacts on Multiple AOC Operations</b></p> <p>The airline industry is moving towards multi-national consolidation with the creation of airline arrangements with a central parent company overseeing several individual airlines that retain their brand and operations. How is regulatory oversight managed? How are regulatory differences handled? Who is accountable for the leadership, governance and strategic direction of these conglomerates? Who has the operational control? Join regulators and aviation leaders as they discuss these important questions, in recognition that more aviation arrangements will develop and more airlines and States will be implicated.</p> <p><b>Moderator:</b> Alex De Gunten, Business Development Officer, HEICO</p> <p><b>Panel:</b></p> <ul style="list-style-type: none"> <li>– Walid Al Rahmani, Director Policy, Regulations and Planning, GCAA UAE</li> <li>– Stephen Creamer, Director, Air Navigation Bureau, ICAO</li> <li>– Tim Steeds, Director of Safety and Security, British Airways</li> <li>– Luc Tytgat, Strategy and Safety Management Director, EASA</li> </ul>	<p><b>Economics of Safety</b></p> <p>Everyone understands the cost of having an accident, and it is fairly easy to calculate, but how do you quantify the cost of safety? Aviation safety departments are seen as a cost, but what are the business benefits of safety? How do you justify investments into new programs? An Economist, and aviation safety experts, who are tasked with answering these questions for their respective organizations, will be discussing this challenge and provide insight into key considerations.</p> <p><b>Moderator:</b> Billy Nolen, Senior Vice-President Safety, Security and Operations, A4A</p> <p><b>Panel:</b></p> <ul style="list-style-type: none"> <li>– John Duncan, Director, Flight Standards Service, Federal Aviation Administration (FAA)</li> <li>– Alain Lumbroso, Economist, International Transport Forum of the Organisation for Economic Co-Operation and Development (OECD)</li> <li>– Brian Pearce, Chief Economist, IATA</li> </ul>
10:30 – 11:00	<b>Networking Break</b>	



## Day 2 - Tuesday, 25 April 2017 (continued)

	Flight Ops Stream	Safety Stream
11:00 – 12:30	<p><b>An Outlook to the Future of Air Traffic Management (ATM) - Challenges &amp; Opportunities</b></p> <p>During ICAO’s 39<sup>th</sup> General Assembly, a historic agreement was reached to implement a Carbon Offset and Reduction Scheme for International Aviation (CORSA). While this agreement is a great achievement, it is not sufficient on its own to meet the industry’s commitment to reduce its carbon emissions. We have been promoting the “perfect flight” and flight efficiencies for years, yet in many regions of the world, mid-20th Century technology is still being used to manage air traffic. This session is going to discuss the challenges and opportunities facing the airline industry as we move towards achieving our environmental targets. The session will also highlight technological advancement that could change the way air traffic is managed today.</p> <p><b>Moderator:</b> Sergio Quito, Chief Operating Officer, GOL Airlines</p> <p><b>Panel:</b></p> <ul style="list-style-type: none"> <li>– Stephen Creamer, Director, Air Navigation Bureau, ICAO</li> <li>– Carey Fagan, Executive Director for International Affairs, Federal Aviation Administration (FAA)</li> <li>– Florian Guillermet, Executive Director Operations and Programme, SESAR Joint Undertaking</li> <li>– Rudy Kellar, Executive Vice President Service Delivery, Nav Canada</li> <li>– Nithaar Zain, Head of International Affairs, Singapore Airlines Limited</li> </ul>	<p><b>Performance-based Regulations – Oversight</b></p> <p>Performance-based safety regulations and oversight requires a significant shift in thinking, focusing on measurable safety objectives, as opposed to mandatory methods to achieve safety objectives. What changes are necessary from both an operator and regulator perspective? Does the dynamic between regulator and regulated also change? Discuss the challenges and lessons learned from experts leading the practical changes required for Industry to successfully transition to performance-based regulations and oversight.</p> <p><b>Moderator:</b> John Allen, Chief Safety Officer and Vice-President, JetBlue Airways Corporation</p> <p><b>Panel:</b></p> <ul style="list-style-type: none"> <li>– John Duncan, Director, Flight Standards Service, Federal Aviation Administration (FAA)</li> <li>– Katherine Kendall, Head of Group Quality, Cathay Pacific, Chair IOSA Oversight Council (IOC)</li> <li>– John Laughter, SVP Corporate Safety, Security and Compliance, Delta Air Lines</li> </ul>
12:30 – 14:00	<b>Networking Lunch</b>	



**Day 2 - Tuesday, 25 April 2017 (continued)**

	<b>Flight Ops Stream</b>	<b>Safety Stream</b>
14:00 – 15:30	<p><b>Airport Operations</b>            Session conducted in association with <a href="#"><u>Airports Council International (ACI)</u></a></p> <p>Whilst traffic continues to grow, the trend in airports is towards improving efficiency – favoring the best possible utilization of existing facilities and “just in time” construction of new facilities. On the planning level, improving efficiency requires a partnership approach between airlines, ATC and the airport operator, to manage constraints in airspace, runway, terminal and landside capacity. On an operational level, we regard airport collaborative decision making as a best practice, and emphasize communication between airport partners, including ground handlers. In this session, we will also discuss tools for increased efficiency, such as runway occupancy time analysis, time-based separation and A-SMGCS.</p> <p><b>Moderator:</b> Ian Witter, Head of Airside Regulation and Oversight, Heathrow Airport and Chair, World Safety and Technical Standing Committee, Airport Council International (ACI)</p> <p><b>Panel:</b></p> <ul style="list-style-type: none"> <li>– Craig Bradbrook, Vice-President Aviation Services, Greater Toronto Airports Authority</li> <li>– Steven Yiu, General Manager Airfield, Airport Authority Hong Kong</li> </ul>	<p><b>Maintenance Safety</b>            This session will address two main topics:</p> <p><b><i>Fleet Age – Risk or Myth?</i></b>            Some regulators believe that if an aircraft is more than 20 years old, it should not be flying. Is there any basis for this belief?</p> <p><b><i>Maintenance Practices – Ensuring Compliance</i></b>            What are the drivers that create a culture of non-compliance with processes and procedures in maintenance? How do we ensure that our maintenance engineers follow the established policies and procedures and do not resort to short cuts?</p> <p><b>Moderator:</b> Michel Gaudreau, Senior Vice President of Corporate Safety, Security, and Compliance Korean Air</p> <p><b>Panel:</b></p> <ul style="list-style-type: none"> <li>– Martin Eran-Tasker, Technical Director, Association of Asia Pacific Airlines (AAPA)</li> <li>– William Johnson, Chief Scientific and Technical Advisor, Maintenance Human Factors, Federal Aviation Administration (FAA)</li> <li>– Craig Hoskins, Vice President, Safety and Technical Affairs for Airbus</li> </ul>
15:30 – 16:00	<b>Networking Break</b>	



## Day 2 - Tuesday, 25 April 2017 (continued)

	Flight Ops Stream	Safety Stream
16:00 – 17:30	<p><b>Extracting the Value of “Big Data” in Aircraft Operations</b></p> <p>Petabytes, Exabytes, Zettabytes. These are all units of massive digital information or “Big Data”, which is defined as: an accumulation of data that is too large and complex for processing by traditional database management tools, according to the Merriam-Webster Dictionary. In this “Information Age”, big data is being generated around us at all times, and aviation is certainly no exception. The volume, velocity and variety are astonishing. But how do we extract meaningful value from big data? How can it be applied in flight operations? Join the discussion with those involved in such initiatives, as they share their perspective on how big data will affect our Industry in the very near future.</p> <p><b>Moderator:</b> Dave Jesse, CEO and Founder, Flight Data Services</p> <p><b>Panel:</b></p> <ul style="list-style-type: none"> <li>– Billy Nolen, Senior Vice-President Safety, Security and Operations, A4A</li> <li>– Andrew Sage, Account Director (Airlines and Airspace Users) NATS UK</li> <li>– Christopher Solan, Senior Product Manager, GE Aviation Digital Solutions</li> <li>– Jonathan Tree, Director of Aviation and Regulatory Standards, International and Industry Relations, Boeing/Jeppesen</li> </ul>	<p><b>Ground Ops Safety</b></p> <p>Standardization and repeatability are hallmark characteristics of a safe operating environment. Over 60% of ground operations activities are today outsourced to Ground Service Providers. Together, the ground handling industry, led by the Operators and Providers, is aiming for global harmonization and endorsement of a self-regulated environment. Implementation of the IATA Integrated Solution for Ground Operation, which comprises ground handling initiatives, such as ISAGO, IGOM, GDDB, has helped greatly to ensure risk reduction. Today, several improvements to these programs have been identified to sustain the growth and the benefits. Are we heading in the right direction? What else needs to be improved? Join the discussion to help improve ground ops safety even further.</p> <p><b>Moderator:</b> Monika Mejstrikova, Head, Ground Operations Audits, OPSAUDIT, IATA</p> <p><b>Panel:</b></p> <ul style="list-style-type: none"> <li>– Stephen Creamer, Director Air Navigation Bureau, ICAO</li> <li>– Ashish Jain, Senior Vice President Network Operations, Qatar Airways</li> <li>– Yogesh Parekh, Head of Group GM Quality Assurance and Compliance, John Menzies Plc</li> <li>– Tim Steeds, Director of Safety and Security, British Airways</li> </ul>
17:30 – 18:30	<p><b>IATA-Led Workshops</b> (click <a href="#">here</a> for detailed workshop descriptions)</p> <ul style="list-style-type: none"> <li>– Flight Data Connect</li> <li>– Insight into IATA’s Operational Efficiency Tools</li> </ul>	<ul style="list-style-type: none"> <li>– Integrated Management Solutions (IMX)</li> <li>– SkyFusion</li> </ul>
19:30 – 22:30	<b>Conference Dinner for all delegates</b>	



## Day 3 - Wednesday, 26 April 2017

09:00 – 10:30	<p><b>Utilizing Social Media to Support Flight Operations</b></p> <p>The use of social media channels by airlines is moving beyond a purely customer service focus into the operational domain. Indeed, in some airlines social media teams have been physically moved into the Airline Operations Center (AOC). Social media channels are being used to both push information out, and as a supplementary intelligence/information source to aid operational decision-making. Information exchange utilizing social media occurs in near real-time, something that can be very useful in disruption and event/incident management, but is also not without a number of potential pitfalls. This panel will feature airlines at varying stages of integrating social media into their day-to-day flight operations activities and event/emergency response planning. Both, positive and negative aspects of utilizing this increasingly prevalent communication mode will be discussed.</p> <p><b>Moderator:</b> Perry Flint, Head Corporate Communications, The Americas, IATA</p> <p><b>Panel:</b></p> <ul style="list-style-type: none"> <li>➤ John Bailey, Partner, Managing Director, Ketchum Singapore</li> <li>➤ Annette Hernandez, Social Media Lead, Customer Service and Operations, American Airlines</li> <li>➤ Lorne Riley, Director, Corporate Communications, Dubai Airports</li> </ul>
10:30 – 11:00	<p><b>Networking Break</b></p>
11:00 – 11:30	<p><b>Plenary: Safety and Flight Ops Conference Outcomes / What next?</b></p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>➤ Gilberto Lopez Meyer, Senior Vice-President, Safety and Flight Ops, IATA</li> <li>➤ Andrew Herdman, Director General, Association of Asia Pacific Airlines (AAPA)</li> </ul>
11:30 – 12:15	<p><b>New and Emerging Technologies Transforming Aviation</b></p> <p>In the age of digital tsunami and automation, new and innovative technologies are providing numerous new opportunities and enhancements. Airlines today must anticipate business disruptions resulting from emerging technologies and take advantage of them to stay ahead of the curve. This session is going to provide insights on new technologies, the challenges, and opportunities they provide. From unmanned vehicles delivering parcels to space travel for tourism, this session will bring you exciting new ideas and concepts, in which space might no longer be the final frontier.</p> <ul style="list-style-type: none"> <li>➤ Thomas Lagaille, Airbus Head of Flight Operations Services &amp; Managing Director NAVBLUE France</li> </ul>
12:15 – 12:30	<p><b>Closing Remarks</b></p> <ul style="list-style-type: none"> <li>➤ Gilberto Lopez Meyer, Senior Vice-President, Safety and Flight Ops, IATA</li> </ul>
12:30 – 14:00	<p><b>Networking Lunch</b></p>

