

**IATA**  
**WORLD SAFETY**  
**& OPERATIONS**  
**CONFERENCE**

Day 1, Tuesday 01 October

PLENARY				
08:00 – 10:00	<b>REGISTRATION OPEN</b>			
	Welcome Coffee Exhibition			
10:00 – 12:30	<b>WSOC Opening Plenary</b>			
12:30 – 14:00	<b>LUNCH BREAK</b> Exhibition			
14:00 – 17:30	<b>Safety</b>  Click to see Program	<b>Cabin Operations</b>  Click to see Program	<b>Flight Operations</b>  Click to see Program	<b>Crisis Management</b>  Click to see Program
17:30	<b>Welcome Cocktail Reception</b> Exhibition			

Day 2, Wednesday 02 October

09:00 – 17:30	<b>Safety</b>  Click to see Program	<b>Cabin Operations</b>  Click to see Program	<b>Flight Operations</b>  Click to see Program	<b>Crisis Management</b>  Click to see Program
12:30 – 1400	<b>LUNCH BREAK</b> Exhibition			
14:00 – 17:30	<b>Safety</b>  Click to see Program	<b>Cabin Operations</b>  Click to see Program	<b>Flight Operations</b>  Click to see Program	<b>Crisis Management</b>  Click to see Program
18:30	<b>Gala Dinner sponsored by Royal Air Maroc</b>			

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Day 3, Thursday 03 October

09:00 – 12:30

**Safety**

Click to see Program

**Cabin Operations**

Click to see Program

**Flight Operations**

Click to see Program

**Crisis Management**

Click to see Program

12:30 – 1400

**LUNCH BREAK**  
Exhibition

**PLENARY**

14:00 – 16:00

**Joint Closing Plenary**

16:00

**CONFERENCE ENDS**

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Safety - Day 1, Tuesday 01 October

### SAFETY TRACK

#### 14:00 – 15:20 **Session 1 – IOSA Insights and developments**

##### 14:00 – 14:20 **IOSA Insights and Development**

Join IATA as they provide an overview of the current learnings and developments in Risk-based IOSA and how we can learn from impactful audit results.

- **Serkan Simitcioglu, Head, IOSA, IATA**

##### 14:20 – 14:50 **Collaboration and Information Exchange**

From the co-founder and CEO of OpenSocial, understand how other networks and communities collaborate on platforms today and what are the opportunities for airlines, regulators and other stakeholders that collaboration will unleash.

- **Taco Potze, co-founder & CEO OpenSocial**

##### 14:50-15:20 **Audits and Technology**

Understand, from a panel airline and tech experts, how the platform will benefit a technology driven audit program, airlines code sharing and wet-leasing with and for another, and regulators that aim to apply efficient oversight processes.

Session moderated by **Serkan Simitcioglu, Head IOSA, IATA**

- **Taco Potze, co-founder & CEO OpenSocial**
- **Virginie Allard, Manager conformité des partenaires et coordination internationale, Air France**
- **Eduard Ciofu, Flight Standards Deputy Director, EASA**

#### 15:20 – 16:10 **NETWORKING BREAK**

Exhibition

#### 16:10 – 17:30 **Session 2 – Safety Risk Global picture**

##### 16:10 – 16:40 **The Global Safety Risk Picture and Risk Based Audits**

An update on IATA Safety Risk Framework, global risk picture and SRAs. Highlighting IATA priorities, key controls and supporting activity. Delegates will be provided with insights into global risk and related hazards.

- **Mark Vincent, Head Safety Risk & Quality Assurance, IATA**

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## SAFETY TRACK

16:40 – 17:10

### **The IOSA Journey– through the Eyes of IOSA Auditors**

Join a panel where Risk-based IOSA auditors will share their journey in the IOSA program's transition. Auditors will reflect on the transformation and the risk-based approach through their eyes, and share experiences and lessons learned. Understand what success means for an IOSA auditor, how technology plays a role today, and explore with the panellists what is required from the next generation auditors.

Session moderated by **Beat Jund, Senior Manager Audit Operations, IATA**

- **Haytham Alomairy, Risk-based IOSA Auditor**
- **Michael Koschinski, Risk-based IOSA Auditor**
- **Manuela Lungu, Risk-based IOSA Auditor**

17:10 – 17:30

### **A Quality Assured Program**

The importance of Quality Assurance for the audit program and a view on how we have responded to the feedback from the IOSA members.

- **Mark Vincent, Head Safety Risk & Quality Assurance, IATA**

17:30

**CLOSE OF DAY 1**  
**Welcome Cocktail**

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Safety - Day 2, Wednesday 02 October

### SAFETY TRACK

09:00 – 10:20

#### Session 3

09:00 – 09:30

#### Accident Investigation, continuing the story

Overview of 2023 accidents and insights. Learn about IATA's, and FSF development to enable effective risk identification through accident data sources. Update on the progress of IATA's work in driving improved Accident reporting and its importance for the airline industry.

Session facilitated by **Gabriel Acosta, Head Operational Safety, IATA**

- **Gabriel Acosta, Head Operational Safety, IATA**
- **Henry Gourdjji, Director Safety Strategy and Policy, FSF**

09:30 – 10:20

#### Accident Investigation a Regulator View

An accident BEA, IFALPA, and FAA – discussing the obstacles that are preventing effective accident investigations and how new methods and ideas could help the industry comply with this mandate.

Session moderated by **Gabriel Acosta, Head Operational Safety, IATA**

- **Kimberly Pyle, Executive Director Accident Investigation and Prevention, FAA**
- **IFALPA**
- **Pierre-Yves Huerre, Director, BEA**

10:20 – 11:10

#### NETWORKING BREAK

Exhibition

11:10 – 12:30

#### Session 4 - Accident Investigation global challenges and the impact of leadership

11:10 – 11:25

#### Accident Investigation Airline Case Study

An exploration of a case study from an airline, which highlights the recommendations that were made beyond the airlines SMS.

11:25 – 11:50

#### Accident Investigation NTSB

Keynote on "The criticality of accident investigation"

- **Honorable Jennifer Homendy, Chair NTSB**

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## SAFETY TRACK

11:50 – 12:30 **Safety Leadership – safety resilience in an ever-changing world. View from the top.**

The progressively high pace of technological advancements, environmental and global shifts our industry engages with continuously require a high level of adaptability, and accountability. Safety leadership is a crucial factor that enables organizations to cope with such complex and dynamic challenges.

This session explores what it takes to skilfully manage this transformation, while maintaining the level of safety resilience we have today.

Session moderated by **Prof. Graham Braithwaite, Director, Transport Systems, Professor of Safety & Accident Investigation, Cranfield University.**

- **American Airlines**

12:30 – 14:00 **LUNCH BREAK**

Exhibition

14:00 – 15:20 **Session 5 – Human Factors and innovation technology**

14:00 – 14:40 **IATA Safety Leadership Charter – practical examples. Insights from signatory airlines.**

Since its introduction in the IATA 2020 Annual Safety Report, Safety Leadership has gained prominence as a vital topic of discussion and action in aviation. Many stakeholders have joined IATA in its efforts to help industry embrace safety leadership at every level of the organization and promote its key role in organizational safety resilience.

Demonstrating their leadership and commitment to the Charter Declaration, in this session, signatory airlines will share practical actions that uphold Charter's guiding principles in their organizations and talk about challenges and lessons-learned from their journeys.

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## SAFETY TRACK

14:40 – 15:20 **Enhancing the Relationship between Human Factor and Technology**  
Human Factors and automation are two critical aspects of aviation that need to be studied and understood to ensure safe and efficient air travel. Many organizations are working to address the challenges and emerging issues associated with these topics, and it is essential to continue to monitor and improve Human Factors and automation in aviation to ensure the safety of all passengers and crew members. The session will include Lessons learned and basic principles to help better integration of Human Factors/ Ergonomics (HF/E) in system design focusing on automation.

15:20 – 16:10 **NETWORKING BREAK**

Exhibition

16:10 – 17:30 **Session 6 - Runway Safety the threats and challenges**

Join us as we discuss the global challenges with Runway Safety and how we can utilize technology to improve the risk posed to airlines and passengers.

Session moderated by **Gabriel Acosta, Head Operational Safety, IATA**

- **Tzvetomir Blajev, Director Europe, Global Operational Safety EUROCONTROL (GAPPRI)**

17:30 **CLOSE OF DAY 2**

18:30 **Gala Dinner sponsored by Royal Air Maroc**

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## Safety - Day 3, Thursday 03 October

### SAFETY TRACK

09:00 – 10:20	<b>Session 7 - Innovation in Action</b> A session exploring the innovative landscape and how SMS could adapt to meet the needs of an evolving aviation paradigm.  Session moderated by <b>Kyle Ellis, Aerospace Research Engineer, NASA</b>
10:20 – 11:10	<b>NETWORKING BREAK</b> Exhibition
11:10 – 12:30	<b>Session 8 - How can AI improve our use of data and resilience?</b> As the industry grows and becomes more complex in nature, it is accepted that data is being generated in abundance. AI can be utilized to explore the insights that this data may hold, this session explores the options with examples of those benefits demonstrated.  Session facilitated by <b>Chantal Berthiaume, Director OSS Business Systems</b>
12:30 – 14:00	<b>LUNCH BREAK</b> Exhibition
14:00 – 16:00	<b><a href="#">Joint Closing Plenary</a></b>



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## Cabin Operations - Day 1, Tuesday 01 October

CABIN OPERATIONS TRACK	
14:00 – 15:20	<p><b>Session 1 – Global Cabin Safety Activities</b></p> <p>An update on global activities relating to cabin safety from IATA and regulators.</p> <p>Session facilitated by <b>Jonathan Jasper, Senior Manager Cabin Safety, IATA</b></p> <ul style="list-style-type: none"><li>• <b>John Franklin MBE, Head of Safety Promotion, European Aviation Safety Agency</b></li><li>• <b>Emily Manduku, Flight Operations Inspector – Cabin Safety, Kenya Civil Aviation Authority</b></li><li>• <b>David Opsahl Moldskred, Inspector Flight Operations Cabin Safety, CAA Norway</b></li></ul>
15:20 – 16:10	<p><b>NETWORKING BREAK</b></p> <p>Exhibition</p>
16:10 – 17:30	<p><b>Session 2 – Risks and Issues</b></p> <p>An interactive session facilitated by the IATA Cabin Ops Safety Task Force to engage the audience in discussions surrounding today's risks and issues in Cabin Operations.</p> <p>Session moderated by <b>Matt Whipp, Head of Cabin Safety, British Airways (Chair of IATA COSTF)</b></p>
17:30	<p><b>CLOSE OF DAY 1</b></p> <p><b>Welcome Cocktail</b></p> <p>Exhibition</p>

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## Cabin Operations - Day 2, Wednesday 02 October

Location: TBC

### CABIN OPERATIONS TRACK

09:00 – 10:20

#### Session 3 – Passenger Safety Communications

Getting passengers to comply with safety instructions can be a challenge. How do they know what is expected of them, how can safety messages be put across in a customer friendly manner, how can we ensure compliance with basic safety instruction, and how can we get them to watch the safety briefing?

Session moderated by **Cari Smith Allen, Senior Manager Inflight Policies & Procedures, American Airlines**

- **Dr Carlin Clarke, Facilitator, Leadership Development, Breeze Airways**
- **Trisha Ferguson, CEO, the Interaction Group**
- **Paul Tizzard, Co-founder, Lovefly**

10:20 – 11:10

#### NETWORKING BREAK

Exhibition

11:10 – 12:30

#### Session 4 – Accessibility Challenges within safe cabin operations

Our desire is to ensure that flying is accessible for all, but how do we ensure that the safety of all passengers can be supported during an emergency situation or evacuation? This session will bring together airlines, regulators, IATA and others to discuss the way forward.

Session moderated by **Sergij Novak, Director Health, Safety, Security and Wellness, Delta Air Lines**

- **Geraldine Lundy (MBE), Director, Accessible Travel Consultancy Ltd.**
- **Renata Garcia Borges, Quality, Cabin and Service Standards Coordination – Specialist, GOL Airlines**

12:30 – 14:00

#### LUNCH BREAK

Exhibition

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## CABIN OPERATIONS TRACK

14:00 – 15:20

### Session 5 - Are we obsessed with "90 seconds"

The 90 second rule is a target for certification of aircraft. Is it realistic to expect all evacuations to be completed within 90 seconds, regardless of the risks and dangers? Should this be revisited? What should we include in our evacuation training demonstrations and what lessons have been learnt from real life situations?

Session moderated by **Anabel Brough, Safety Manager (Cabin) Group Safety, Emirates Airline**

- **Kathrin Thielbeer, eXpert Cabin Commercial Operations, Airbus Industrie**
- **Xander Pieters, Technical Purser Cabin Safety and Compliance, Transavia**

15:20 – 16:10

### NETWORKING BREAK

Exhibition

16:10 – 17:30

### Session 6 – Lithium batteries and PEDs in the cabin

There are several research projects in progress to clearly identify the potential risks in the cabin environment from lithium batteries and thermal runaway. This session will include updates from two major projects and facilitate discussion with the audience around what is needed to help industry manage the risk.

Session moderated by **Julia Arnds, Safety Specialist Cabin, Lufthansa**

- **Emily Brimsek, Senior Manager, Qualitative Insights, UL Standards and Engagement**
- **Simon Holz, Head of Group Computational Physics, Fraunhofer Institute for High-Speed Dynamics**

17:30

### CLOSE OF DAY 2

18:30

Gala Dinner sponsored by Royal Air Maroc

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Cabin Operations - Day 3, Thursday 03 October

CABIN OPERATIONS TRACK	
09:00 – 10:20	<p><b>Session 7 – Inadvertent Slide Deployment</b></p> <p>The issue of inadvertent slide deployment remains in many airlines' Safety Performance Measures as part of the SMS. What makes this a bigger issue for some than others? How do we manage such incidents applying the principles of just culture within a positive safety culture, and what can we learn from each other?</p> <p>Session moderated by <b>Jay Lee, Senior Manager Policy, Procedures, Operations &amp; Wellness, United Airlines</b></p> <ul style="list-style-type: none"> <li>• <b>Kai Bredermeier, eXpert &amp; AVSEC PM, Cabin Safety and Security Systems, Airbus Industrie</b></li> <li>• <b>Eric Dinear Tampal, Cabin Safety Operations Manager, Qatar Airways</b></li> <li>• <b>Elise May, Sr. Program Manager Inflight Safety &amp; Regulatory Compliance, Southwest Airlines</b></li> </ul>
10:20 – 11:10	<p><b>NETWORKING BREAK</b> Exhibition</p>
11:10 – 12:30	<p><b>Session 8 - Where next? Technology and innovation in Cabin Safety XR Cabin Crew Training</b></p> <p>VR and XR Cabin Crew training is nothing new, but as technology evolves, costs change, and learning styles adapt to the modern world, it is far more likely that this type of technology will become more common. This presentation takes a look at one major US carrier's experience, discussing positive impacts and challenges, as they introduced this technology in their diverse cabin crew workforce.</p> <ul style="list-style-type: none"> <li>• <b>Rory Copley, Sr. Manager, Inflight Program Development Inflight Training, American Airlines</b></li> </ul> <p><b>Augmented Reality Wet Drill Training</b></p> <ul style="list-style-type: none"> <li>• <b>Frederic Wille, Manager Integrated Safety &amp; Compliance (SEP/SHEQ), KLM Royal Dutch Airlines</b></li> </ul>
12:30 – 14:00	<p><b>LUNCH BREAK</b> Exhibition</p>
14:00 – 16:00	<p><b><u><a href="#">Joint Closing Plenary</a></u></b></p>

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## Flight Operations - Day 1, Tuesday 01 October

### FLIGHT OPERATIONS TRACK

14:00 – 15:20

#### Session 1 - Innovating Aviation Training

In the context of a global expansion of Competency based training and Assessment (CBTA) across all aviation disciplines, you are invited to participate in a CBTA awareness session during which the panellists will present the latest development regarding the "CBTA licensing route" within ICAO provisions and European regulations. The panellists will also elaborate on the CBTA implementation challenges and opportunities.

Session moderated by **Yann Renier, Head Training & Licensing, IATA**

- **Ashley Lauryssen, Senior Training Expert, Eurocontrol**
- **Lydia Kes, Head of Research and Development Aviation Education, AMTEM**
- **Christian Kucher, Senior Expert FCL, ICAO/EASA**
- **Captain Olivier Mazzoleni, Deputy Head of Airbus Training Worldwide, Airbus**

15:20 – 16:10

#### NETWORKING BREAK

Exhibition

16:10 – 17:30

#### Session 2 - Innovating Aviation Training

This breakout session is dedicated to the new technology supporting the implementation of CBTA including Evidence Based Training for the design, the delivery, and the evaluation of such programs. The panellist will show practically how the CBTA training metrics can be used to enhance training effectiveness and to measure the training system performance. Further demonstrations on how innovation supports the introduction of new operational models such as Advanced Air Mobility.

Session moderated by **Yann Renier, Head Training & Licensing, IATA**

- **Thomas Bessiere, CEO, Hinfact**
- **Captain Olivier Mazzoleni, Deputy Head of Airbus Training Worldwide, Airbus**
- **Abha Dogra, Chief Technology and Product Officer, CAE**

17:30

#### CLOSE OF DAY 1

**Welcome Cocktail**  
Exhibition

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## Flight Operations - Day 2, Wednesday 02 October

Location: TBC

### FLIGHT OPERATIONS TRACK

<b>09:00 – 10:20</b>	<p><b>Session 3 – Future Aircraft Avionics: role of on-board technology and innovation on the safety and reliability of air navigation</b></p> <p>With increasing pressure from competing industry's, future aircraft technologies will require blue sky innovation and a rethink of the existing communication, navigation and surveillance technologies. The integration of new entrants will require a re-think of the aviation system. Combined with new and emerging risks when it comes to spectrum allocation and radio frequency interference, airlines and manufacturers need to work together on how to align aircraft avionics/capabilities with communication, navigation and surveillance systems/plans. This session includes speakers from different airframe and avionics manufacturers who will share their vision for future on-board technology and what innovative solutions they're considering to enhance safety and reliability of air navigation.</p> <p>Session moderated by <b>Ruby Sayyed, Global Head Air Traffic Management, IATA</b></p> <ul style="list-style-type: none"><li>• <b>Martin Pauly, Associate Director, Strategy for CNS/Avionics, Collins Aerospace</b></li><li>• <b>Denis Ricaud, Technical Director Avionics Systems, Thales</b></li><li>• <b>Aymeric Perrin &amp; Thibault Pinchon, Airbus</b></li></ul>
<b>10:20 – 11:10</b>	<p><b>NETWORKING BREAK</b> Exhibition</p>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## FLIGHT OPERATIONS TRACK

11:10 – 12:30	<p><b>Session 4 – Future Skies &amp; what is required to enable a system change</b></p> <p>New entrants including all sizes of UA, high altitude balloons, supersonic and hypersonic aircraft, and advanced air mobility (AAM) are being pursued by companies with significant investments. At the same time, future crewed aircraft designs are expected to include higher levels of automation. Automation is also likely to expand beyond a single flight into systems enabling optimization of large fleets and fleet management with multitudes of interdependencies and constraints. IATA has established a Task force with representatives from the industry to map out key challenges and opportunities associated with the future aviation ecosystem. This session will discuss the practical steps that need to be taken to realize the future aviation ecosystem and enable future operations to be safer and more efficient.</p> <p>Session moderated by <b>Ruby Sayyed, Global Head Air Traffic Management, IATA</b></p> <ul style="list-style-type: none"><li>• <b>Parimal Kopardekar, Director of NASA Aeronautics Research Institute &amp; Senior leader of the Aeronautics Research Mission Directorate, NASA</b></li><li>• <b>Marie-Pier Berman, Vice-President &amp; Chief of Operations, Nav Canada</b></li><li>• <b>Google Wing (TBC)</b></li><li>• <b>Boom (TBC)</b></li></ul>
12:30 – 14:00	<p><b>LUNCH BREAK</b></p> <p>Exhibition</p>
14:00 – 15:20	<p><b>Session 5 – The Future of AI in Airline Operations</b></p>
14:00 – 14:30	<p><b>Applied Flight Operations: Application based Artificial Intelligence and Machine Learning</b></p> <p>The trajectory of “next generation” applications within civil aviation is expanding. Increased bandwidth defined by a “size doesn’t matter” concept has authorized new purposed designed functionalities to take their place on workstations of airline engineers. To circumscribe applications with an intelligent edge, a “software defined” characterization means building nimble, flexible applications that can be decoupled from hardware, thereby streamlining the adoption of Artificial Intelligence and Machine Learning. This is the case when applications are designed and built by first class software engineers, in-turn utilized by flight crews, all within a collaborative connected environment.</p> <p>Session moderated by <b>Brent King, Head Flight Operations, IATA</b></p> <ul style="list-style-type: none"><li>• <b>Christopher Martinson, CEO, Dynamic Source AB</b></li></ul>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## FLIGHT OPERATIONS TRACK

14:30 – 15:20

### **Redefining the Skies: AI's Transformative Impact on Aviation Efficiency, Safety, and Sustainability**

As technology continues to evolve at an unprecedented pace, the aviation industry is confronted with numerous challenges, including safety, efficiency, and sustainability. The key to navigating these obstacles and achieving a transformative impact lies in harnessing the potential of artificial intelligence (AI) within airline operations. By leveraging AI-driven solutions and embracing data-driven decision-making, airlines can unlock new opportunities for growth, streamline processes, optimize resource allocation, and improve their overall performance in an increasingly competitive landscape.

Session moderated by **Stuart Fox, Director Flight and Technical Operations, IATA**

- **Palantir (TBC)**
- **Emirates (TBC)**

15:20 – 16:10

### **NETWORKING BREAK**

Exhibition

16:10 – 17:30

### **Session 6 – Digitalization and Aircraft Maintenance**

Technological advancements in aircraft manufacturing bring new dimensions to data utilization and data management. Sensors and connectivity allow operators to stream data in real time and collect valuable information for insights and decision-making. In this session we explore a few applications of data combination and usage in aircraft maintenance, that airlines are implementing with the help of aircraft manufacturing innovations.

Session moderated by **Iryna Khomenko, Manager Operational Efficiency, IATA**

- **Boyd Parsons, CEO, GS5**
- **Peter Hess, Managing Director, GS5**
- **SAS (TBC)**
- **AVIATAR, Lufthansa Technik (TBC)**

17:30

### **CLOSE OF DAY 2**

18:30

**Gala Dinner sponsored by Royal Air Maroc**



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## Flight Operations - Day 3, Thursday 03 October

### FLIGHT OPERATIONS TRACK

09:00 – 10:20	<p><b>Session 7 – Aircraft Health Management</b></p> <p>The future of aircraft maintenance will be based on Aircraft Health Management (AHM). The transformation of scheduled maintenance tasks and events to condition based maintenance will require a "DNA change" from the current MSG-3 philosophy to a new MSG-4 concept. This session will present how Regulatory Authorities, Aircraft Manufacturers and Aircraft Operators/Maintainers can work together towards improving the industry's efficiency to new levels. It is the beginning to a long and promising journey utilizing data and technology!</p> <p>Session moderated by <b>Chris Markou, Head Technical Operations, IATA</b></p> <ul style="list-style-type: none"><li>• <b>Oliver Weiss, Head of Maintenance Programs Competence Group SIMEE, Airbus Operations GmbH</b></li><li>• <b>Jeffrey Miller, Maintenance Programs Engineering, Boeing</b></li></ul>
10:20 – 11:10	<p><b>NETWORKING BREAK</b></p> <p>Exhibition</p>
11:10 – 12:30	<p><b>Session 8 – Technology Transforming the Role of Dispatch and Airline Ops Center</b></p> <p>We are seeing an increasing use of automation and artificial intelligence (AI) in aviation. At the same time, the industry is moving forward with the implementation of today's concepts such as trajectory-based operations (TBO) and system-wide information management (SWIM). With increasing need for airlines to ensure efficient operations and reduce carbon footprint, strategic as well as tactical decision making are critical, especially when it comes to trade-offs between CO2 and non-CO2 emissions. Join this session to learn how all of this is expected to have an impact on the role of dispatch and airline ops center and what are the anticipated changes in flight planning system capabilities.</p> <p>Session moderated by <b>Ruby Sayyed, Global Head Air Traffic Management, IATA</b></p> <ul style="list-style-type: none"><li>• <b>Dr. Steve Altus, Technical Fellow, Boeing Digital Aviation Solutions</b></li><li>• <b>Felix Hackl, Founder and CTO, Flightkeys</b></li><li>• <b>Michael Riegler, Manager Business Innovation and Support (?) Qantas</b></li><li>• <b>Russ Williams, President, International Federation of Airline Dispatchers Association (IFALDA)</b></li></ul>
12:30 – 14:00	<p><b>LUNCH BREAK</b></p> <p>Exhibition</p>
14:00 – 16:00	<p><b><u>Joint Closing Plenary</u></b></p>

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## Crisis Management - Day 1, Tuesday 01 October

### CRISIS MANAGEMENT TRACK

14:00 – 15:20

#### **Session 1 Flight Path to Resilience: Crisis Management in Civil Aviation**

Amid dynamic shifts in global aviation, crisis and resilience management capabilities are paramount. All stakeholders of civil aviation must proactively assess risks, fostering stakeholder collaboration for mitigation. Resilient infrastructure and flexible operations are essential, bolstered by simulation exercises for readiness. Transparent communication is pivotal, engaging passengers, authorities, and media for effective response. Compliance with evolving regulations and legal frameworks ensures accountability. Embracing innovation and fostering partnerships, civil aviation can navigate turbulence, emerging stronger and more resilient.

This session will be a series of fireside discussions with Government and Industry leaders, moderated by **Matthew Vaughan, Director, Aviation Security & Cyber, IATA**

- **John Velho, Executive Director for International Aviation**
- **Safae Raddaf, Head of the Airport Operations Division, Directorate of Civil Aeronautics, Directorate General of Civil Aviation, Ministry of Transport and Logistics – Morocco | Chef de la Division de l'Exploitation Aéroportuaire Direction de l'Aéronautique Civile, Direction Générale de l'Aviation Civile Ministère du Transport et de la Logistique – Maroc**
- **Gill Sparrow, Manager, Emergency Response Planning, Emirates Airline (ERPTF Chair)**
- **Lorenzo Mantegazza, Security & Deputy Emergency Response Manager, Milano-Bergamo Airport**

15:20 – 16:10

#### **NETWORKING BREAK**

Exhibition

16:10 – 17:30

#### **Session 2 – Crisis Communications Update**

This session will provide an overview of current approaches to crisis communications following IATA's event in South Korea, January 2024. Additionally, explore vital strategies in terms of stakeholder engagement and transparency amidst adversity.

- **August Whitcomb, Managing Director, The Windshear Group LLC**
- **Katherine Kaczynska, Assistant Director Corporate Communications, IATA**

#### **CLOSE OF DAY 1**

**Welcome Cocktail**

Exhibition

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## Crisis Management - Day 2, Wednesday 02 October

### CRISIS MANAGEMENT TRACK

09:00 – 10:20	<p><b>Session 3 – The Role of Apologies in Recovery and Resilience</b></p> <p>This session examines organizational apologies in the wake of disasters caused by human error. It explores the premise that authentic apologies can be deeply important for affected survivors and loved ones, and also have a significant positive impact on the organization's safety culture and resilience. Drawing on research, examples, and case studies, we will look at whether an organization should apologize to victims and families, potential barriers to apologizing, and when, why, and how to make an apology that is meaningful, genuine, and effective.</p> <p>This session reflects our commitment to standing with those affected by aviation disasters, and to honoring their loved ones through our unwavering pursuit of a safer tomorrow.</p> <ul style="list-style-type: none"><li>• <b>Sue Warner-Bean, Managing Director, NavAid Crisis Consulting Group LLC</b></li></ul>
10:20 – 11:10	<p><b>NETWORKING BREAK</b></p> <p>Exhibition</p>
11:10 – 12:30	<p><b>Session 4 - Modern Approaches to Crisis Management &amp; Business Continuity</b></p> <p>In the ever-evolving landscape of civil aviation, the ability to swiftly respond to crises and maintain operational continuity is not just an asset, it's a necessity. This session delves into the core of effective crisis management and business continuity planning, offering insights into preparing for, responding to, and recovering from the unexpected, with a focus on safeguarding passengers, staff, and the broader aviation community.</p> <ul style="list-style-type: none"><li>• <b>Heloisa Helena Suzki Diniz, Manager Crisis Management &amp; Business Continuity, Gol Linhas Aéreas Inteligentes S.A ("Gol Intelligent Airlines S.A").</b></li><li>• <b>Laura Robinson, Manager, Corporate Crisis, Hong Kong Airlines</b></li></ul>
12:30 – 14:00	<p><b>LUNCH BREAK</b></p> <p>Exhibition</p>
14:00 – 15:20	<p><b>Session 5 – Management systems, more than rule and Inspect Approaches to Performance</b></p> <p>In an increasingly complex and unpredictable world, organizations must adopt a comprehensive management system approach to address security concerns, manage emergencies and disruption, and respond to incidents effectively. This panel discussion will explore the integration of management systems tailored to tackle these challenges head-on and achieve regulator buy-in. Key points of discussion include understanding the components of a management system, conducting thorough risk assessments, and</p>

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## CRISIS MANAGEMENT TRACK

developing proactive strategies for preparedness in terms of safety, security and emergency response.

- **Yaniv Sorany, Principle, IATA Certifications, IATA**
- **Bianca Colatruglio, Director, Aviation Security & Regulatory Compliance, Air Canada**

### 15:20 – 16:10 NETWORKING BREAK

Exhibition

### 16:10 – 17:30 **Session 6 – Geopolitical Risks: Cybersecurity Impact**

As geopolitical tensions continue to persist, so does the impact on organizational cybersecurity. In an interconnected world, geopolitical disputes can trigger cyberattacks, disrupting critical infrastructure and compromising sensitive data. This panel explores the intricate relationship between geopolitics and cybersecurity, examining how state-sponsored cyber operations, trade disputes, and regional conflicts amplify digital vulnerabilities. Experts will discuss emerging threats, strategic responses, and collaborative efforts to mitigate risks and safeguard against civil aviation exposure to this challenge.

Session moderated by **Matt Vaughan, Director, Aviation Security & Cyber**

- **Hall War Insurance**
- **MedAir**
- **Dragon Fly Intelligence**

### 17:30 CLOSE OF DAY 2

### 18:30 Gala Dinner sponsored by Royal Air Maroc

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## Crisis Management - Day 3, Thursday 03 October

CRISIS MANAGEMENT TRACK	
09:00 – 10:20	<p><b>Session 7 – Aircraft Recovery Workshop</b></p> <p>Attendees will have an opportunity to work on aircraft recovery scenarios with leading subject matter experts.</p> <ul style="list-style-type: none"><li>• Session moderated/ facilitated by <b>Iryna Khomenko, Manager, Operational Efficiency, IATA</b></li></ul>
10:20 – 11:10	<p><b>NETWORKING BREAK</b></p> <p>Exhibition</p>
11:10 – 12:30	<p><b>Session 8 – Incident Investigation and Insurance Management</b></p> <p>Illustrative overview of incident and recovery use cases from incident investigators and adjustor’s perspective</p> <ul style="list-style-type: none"><li>• Session moderated/ facilitated by <b>Iryna Khomenko, Manager, Operational Efficiency, IATA</b></li><li>• <b>James Coventry, Managing Director Aerospace, Willis Towers Watson</b></li><li>• <b>Eduardo Dueri, Gallagher Aerospace</b></li></ul>
12:30 – 14:00	<p><b>LUNCH BREAK</b></p> <p>Exhibition</p>
14:00 – 16:00	<p><b><u><a href="#">Joint Closing Plenary</a></u></b></p>

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