



Consulting.

Overview

IATA Ground Handling & Cargo Consulting



Creating value for the air transport industry



Founded in 1945

As the prime vehicle for inter-airline cooperation in promoting safe, reliable, secure and economical air services - for the benefit of the world's consumers.

Our mission

To represent, lead, and serve the airline industry.

Our vision

To be the force for value creation and innovation driving a safe, secure and profitable air transport industry that sustainably connects and enriches our world.

IATA in numbers

250+

member airlines

84%

of total air traffic

\$387B

processed by IATA
financial systems

1,400+

employees

66

offices in 62 countries



Tony Tyler
Director General & CEO, IATA

Our objective is to help our clients

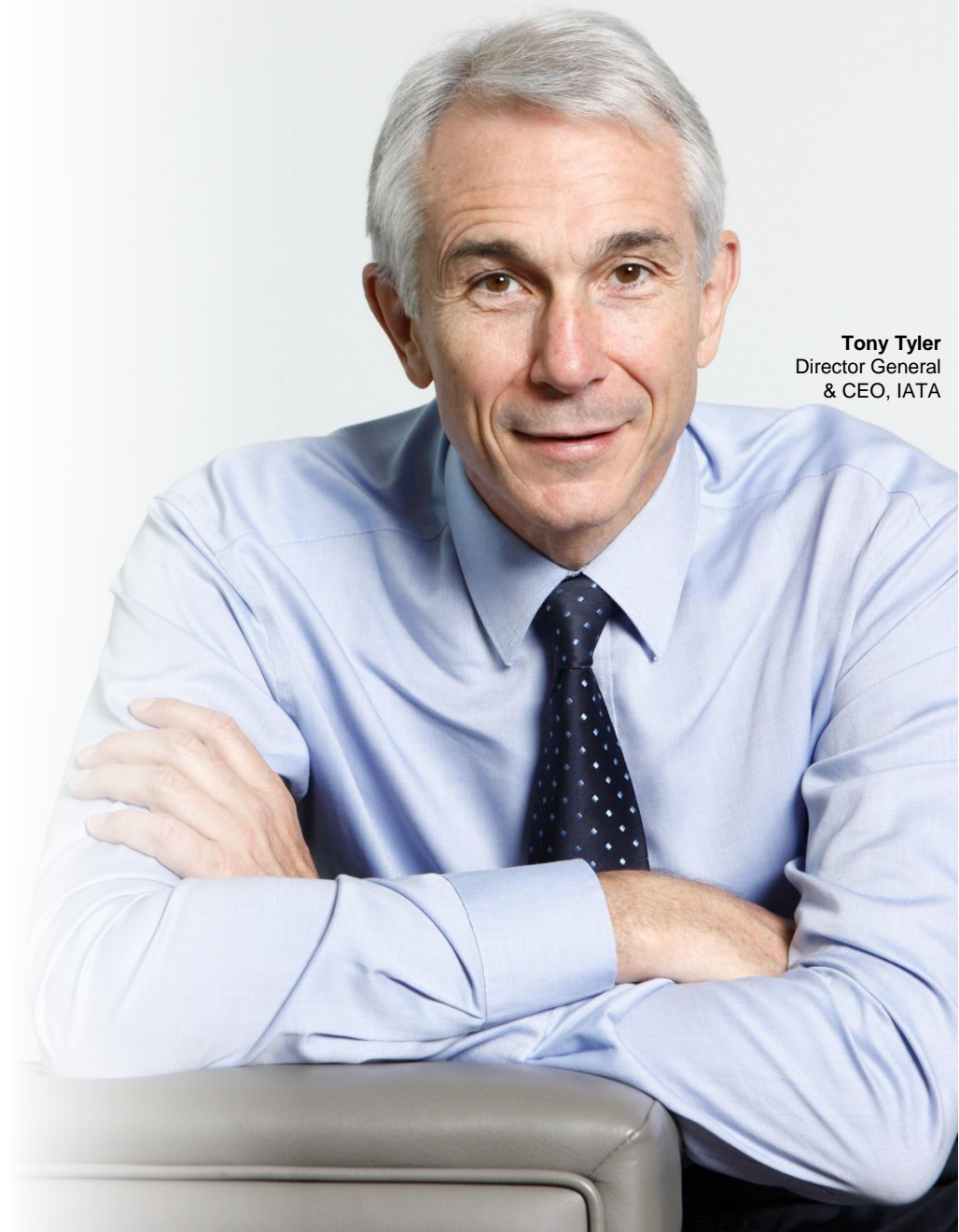
- Compete successfully in an increasingly volatile business climate
- Achieve sustainable performance standards and profitability through effective planning, development and implementation
- Operate in a safe and secure environment

We are committed to improving the air transport industry

- Simplify processes
- Increase passenger convenience
- Reduce costs
- Improve efficiency
- Meet environmental targets
- Sustain growth and profitability

IATA's strategic activities include

- Contribute to airline financial health
- Encourage partnerships to increase the value of aviation
- Protect the interests of the air transport industry



Tony Tyler
Director General
& CEO, IATA

The global air transport experts



We are trusted by multiple clients all over the world including airlines, airports, governments and aviation institutions.

400+ projects since 2006

200+ clients

80+ countries



70 years of presence in
the aviation industry

We cover all fields of
AVIATION

PRIVILEGED
access to IATA databases & tools

UNIQUE ACCESS
to industry experts & stakeholders

UNBIASED & NEUTRAL
assessments based on best practices

GLOBAL PRESENCE
LOCAL TOUCH



We are backed by a robust set of decision support tools

IATA BUSINESS INTELLIGENCE DATABASES AND TOOLS



IATA STANDARDS, MANUALS AND GUIDELINES



IATA REPORTS AND FORECASTS



OTHER INDUSTRY-LEADING TOOLS



OUR FIELDS OF EXPERTISE

IATA Consulting has comprehensive experience in the full array of business challenges facing the aviation sector. Serving the airline industry for 70 years, IATA has developed unrivaled practical experience, which we bring forth to provide the best solutions to our clients.

With our depth and breadth of aviation industry experience, we assist clients maximize the value of their operating model, realize growth ambitions, and gain insights that translate into sustainable competitive advantages.



AIRLINES

Solutions to achieve real and lasting results in every aspect of airline commercial and operational management.



AIRPORTS, PASSENGERS & SECURITY

Solutions to plan your airport efficiently to avoid costly mistakes and profit from untapped opportunities.



GROUND HANDLING & CARGO

Solutions to optimize your operations and improve your safety and security while reducing costs.



SAFETY & FLIGHT OPERATIONS

Solutions for aviation organizations and airlines to improve safety, efficiency and air transport management.



ENVIRONMENT & ECONOMICS

Solutions for fulfilling the vision of a safer, more competitive and sustainable aviation industry.

GROUND HANDLING AND CARGO CONSULTING

GET ON TRACK TO SAFE OPERATIONS



We assist airports in each cycle of their development

PLANNING

STRATEGIC BUSINESS PLANNING, TRAFFIC FORECASTING,
AIRPORT DEVELOPMENT SOLUTIONS

OPTIMIZATION

OPERATIONS, SECURITY &
CAPACITY MANAGEMENT SOLUTIONS

COMMERCIALIZATION

BUSINESS DEVELOPMENT SOLUTIONS

CHANGE IN OWNERSHIP

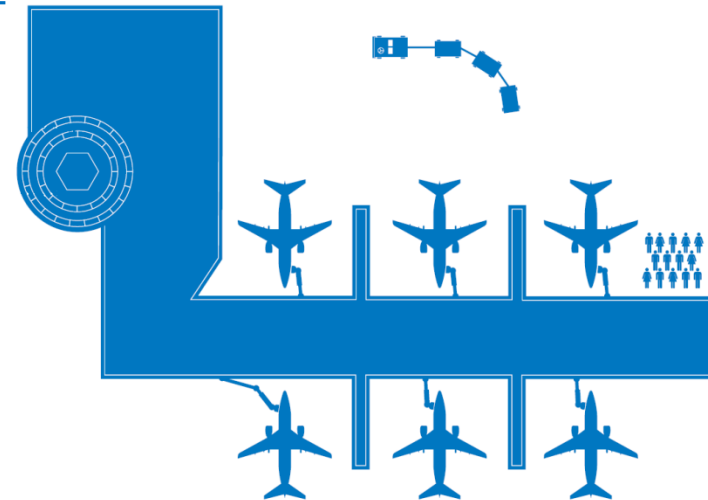
PRIVATIZATION SOLUTIONS

WE KNOW AIRPORTS

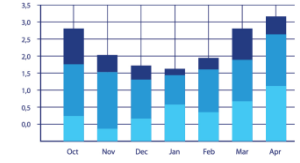
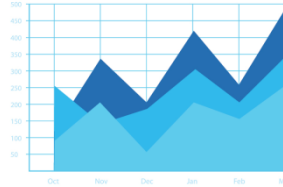
For more than 20 years, IATA has been involved in the most important and successful airport development projects in the world.

IATA Consulting has the depth of expertise necessary to provide real solutions to today's complex airport issues. Our experience will help you plan efficiently, avoid costly mistakes and profit from unseen opportunities.

With our privileged access to strategic planning, market data, trends and practices, we'll help deliver your project's ROI – guaranteed!



AIR CARGO STRATEGY & FORECAST



We provide the industry's best air cargo traffic forecasts. With unique access to the most comprehensive databases available, our reliable forecasts reflect local particularities and deliver transparency in regards to industry opportunities and revenue potentials.

HOW CAN WE HELP?

Our forecasts and strategy plans are credible and robust guides based on the latest available data, in-house expertise and local knowledge. They answer two critical questions all airports need to know:

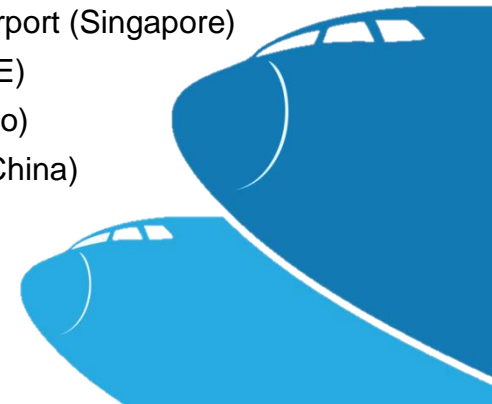
- What will be the future air cargo demand at the airport?
- What are the cargo revenue opportunities?

Our comprehensive approach delivers:

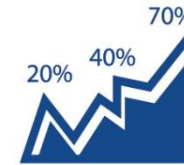
- Reliable forecasts based on proven methodology
- Increased awareness of your organization's unique selling points
- Development scenarios for potential business opportunities
- Identification of barriers to a practical and profitable strategy

WHO BENEFITED FROM OUR SERVICES?

- Heathrow Intl. Airport (U.K.)
- Bangkok Suvarnabhumi Intl. Airport (Thailand)
- Aeroporti di Roma (Italy)
- Airservices Australia (Australia)
- Sao Paulo Guarulhos Intl. Airport (Brazil)
- Vancouver Intl. Airport (Canada)
- Singapore Changi Intl. Airport (Singapore)
- Dubai World Central (UAE)
- Toluca Intl. Airport (Mexico)
- Hong Kong Intl. Airport (China)



AIR SERVICE DEVELOPMENT



IATA Consulting provides proven guidance to identify, develop and/or expand cargo route networks at airports around the globe. We have the expertise and industry contacts to help your organization identify gaps, reduce leakage and develop attractive business cases that will build new air links to high-potential markets.

HOW CAN WE HELP?

IATA Consulting can help maximize your route network by:

- Identifying gaps and obstacles in your current network
- Reducing leakage to competing airports and hubs
- Building new air links to high potential cargo markets
- Proactively engaging airlines to discuss new opportunities

Our solutions provide tailor-made, compelling business cases with robust demand and route profit/loss analysis ready to be presented to airlines and/or investors. They include:

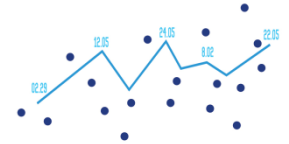
- Detailed traffic profile analysis
- Airport catchment area definition and mapping
- In-depth connectivity analysis
- Interviews with key airlines and external stakeholders

WHO BENEFITED FROM OUR SERVICES?

- Suvarnabhumi Intl. Airport (Thailand)
- Curacao International Airport (Curacao)
- Korean Airports Corporation (South Korea)
- Nantes-Atlantique Intl. Airport (France)
- Narita Intl. Airport (Japan)
- Singapore Changi Intl. Airport (Singapore)
- Dubai World Central (UAE)
- Karaganda Intl. Airport (Kazakhstan)



AIRPORT RAMP SAFETY



Working alongside industry stakeholders, IATA has been proactive in launching broad industry initiatives that have brought measureable safety and cost reduction advantages to ramp operations as part of IATA's quest for the continual improvement of operational safety performance.

HOW CAN WE HELP?

IATA Consulting has years of experience promoting efficient, smooth and safe ground operations. We can help you:

- Reduce ground handling incidents and disruptions
- Improve the use and misuse of your current resources
- Appropriately implement safety management systems

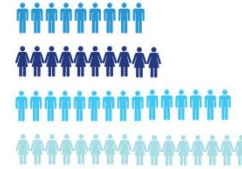
Through their extensive knowledge of international safety standards, best practices and procedures, our specialists will thoroughly assess all safety relevant elements of your work place to identify safety gaps and determine what improvements will be needed to not only ensure regulatory compliance but also improve overall safety and reduce costs.

WHO BENEFITED FROM OUR SERVICES?

- Carrier in Africa
- Carrier in the Persian Gulf
- Carrier in the Middle East
- Carrier in North Africa
- Carrier In South America
- Ground Handler in Southeast Asia
- Civil Aviation Authority in Southeast Asia



ORGANIZATIONAL SAFETY CULTURE



The full advantages and benefits of any safety improvement program can only be achieved through the development of a strong safety culture. IATA Consulting has the experience to help any aviation industry stakeholder understand, inspect, review, manage and improve their safety culture based on international best practice.

HOW CAN WE HELP?

Our experts will help your organization not only indicate improvement areas but also identify the barriers hampering the effectiveness of your safety improvement programs and the creation of a proactive safety environment.

Working on your behalf, IATA Consulting will

- Develop a unified, aligned executive team that has a clear vision about the desired safety culture
- Identify opportunities for enhancing your safety culture
- Prioritize which key processes and/or operating units should be improved first
- Build a simple, clear strategic safety framework
- Engage top leaders to avoid management complacency

WHO BENEFITED FROM OUR SERVICES?

- Carrier in the Persian Gulf
- Carrier in the Middle East
- Carrier in North Africa
- Carrier In South America
- Ground Handler in Southeast Asia
- Civil Aviation Authority in Southeast Asia
- National Government (Algeria)
- National Government (Egypt)
- National Government (Maldives)



CEIV PHARMA



The pharmaceutical air transport industry has an urgent need for more safety, security, compliance and efficiency in order to raise the bar to (re)gain the pharmaceutical industry's confidence and reduce the ever growing loss of air cargo's global pharmaceutical product transport market share.

HOW CAN WE HELP?

The IATA Center of Excellence for Independent Validators (CEIV) Pharma advocates globally accepted standards and regulations, establishes a validation checklist developed alongside industry stakeholders, develops training content, certifies operators and locations and manages a database of certified instructors and validators.

The ultimate goal is to create a globally consistent and recognized certification that the industry can rely on.

The results being:

- Improved handling of pharmaceutical cargo in line with existing regulations and standards
- Assurance of product integrity
- Reduction of audits
- Marketable certification

WHO BENEFITED FROM OUR SERVICES?

- Brussels Airport Community
 - Aviapartner
 - BPL
 - Swissport Cargo
 - Jan De Rijk
 - Uti
 - Expeditors
 - SDV
- BCUBE (Italy)
- ALHA Group (Italy)
- Singapore Air Terminal Services (SATS)



DANGEROUS GOODS



IATA leads industry efforts to ensure the safe handling of dangerous goods via air transport. The goal is to make it just as easy to ship dangerous goods by air as any other product, thereby removing any incentive to bypass regulations.

HOW CAN WE HELP?

Our experts can assist all cargo industry stakeholders in achieving compliance to ensure safe, legal and proficient dangerous goods operations.

What we offer:

- Health check of dangerous goods (DG) operations
- Development of documentation (DG policies/procedures)
- Development of DG training course content and instructor lesson plans
- Development of a DG acceptance process (including acceptance checklists)
- Development of emergency procedures

DEVELOPER OF INDUSTRY STANDARDS



WHO BENEFITED FROM OUR SERVICES?

- References available upon request



FACILITY OPTIMIZATION & PLANNING



To avoid potentially costly missteps, IATA Consulting can provide you with the expert guidance you need to ensure your infrastructure development is realistic, cost-effective and affordable. IATA Consulting has the specialized tools and extensive experience to provide leading solutions for the optimal development of new or existing cargo facilities.

HOW CAN WE HELP?

From the strategic to the tactical to the economic aspects, we got you covered.

IATA Consulting uses simulation and other essential planning tools to help with:

- Development of demand-oriented infrastructure and facilities -
 - Sizing and location, utilization, capacity design, terminal access, expansion strategy, etc.
- Creation of an efficient operational concept -
 - Layout planning, material flow and handling systems, information technology, logical phasing, etc.
- Development of a business plan -
 - Investment estimate, financial model, cash flow, etc.

DEVELOPER OF INDUSTRY STANDARDS



OPERATION PROCESSES IMPROVEMENT



IATA Consulting has the industry insight to identify gaps and barriers to enhanced resource utilization and optimized processes. IATA Consulting's proven comprehensive approach will help your organization achieve optimal performance and efficiency gains while at the same time mitigating impact on service and profitability.

HOW CAN WE HELP?

Our experts will help you not only achieve compliance but also ensure efficient, safe and profitable operations while at the same time embedding the concept of continuous improvement to achieve operational excellence in your organization.

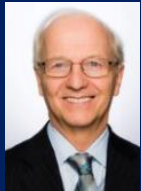
Our tailor-made operations evaluation and enhancement services include:

- Assessment of operational structures
- Assessment of critical processes
- Stakeholder interaction and support
- Enhancement development program
- Strategic and tactical definitions
- Application of international best practices
- Redesign and implementation
- Performance monitoring

WHO BENEFITED FROM OUR SERVICES?

- Air Pacific (Fiji)
- Egyptair (Egypt)
- TAME (Ecuador)
- Intercargo (Argentina)
- Oman Air (Oman)
- Malaysia Airlines (Malaysia)
- Kuwait Airways (Kuwait)
- Kenya Airways (Kenya)
- Air Namibia (Namibia)





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MARNIX GROOT
Manager
Project Management
& Business Development



SHEWHAT ASGHEDOM
Assistant Manager
Administration
IATA Consulting

With offices in 62 countries and a network of industry experts in every part of the world, IATA is solidly established throughout the world in the aviation market.

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