

IATA
WORLD SAFETY
& OPERATIONS
CONFERENCE

Day 1, Tuesday 19 September

PLENARY

08:00 – 10:00 **REGISTRATION OPEN**

Welcome Coffee sponsored by Boeing
Exhibition



10:00 – 12:30 **WSOC Opening Plenary**

Location: Grand Ballroom I – III

Cultural Show

CEO Panel

“Leadership in Action” – A Chief Executives’ View on the State of the Industry

The panel explores the state of the industry, as aviation sees significant growth since the COVID-19 pandemic, and highlights opportunities and challenges that airlines must address to ensure future expansion is achieved safely and efficiently.

Moderated by Mark Searle, Global Director Safety, IATA

- **Le Hong Ha, President and CEO, Vietnam Airlines**
- **Captain Stanley K. Ng, President and COO, Philippine Airlines**
- **Nick Careen, Senior Vice President Operations, Safety and Security, IATA**

Opening speeches:

- **Dang Ngoc Hoa, Chairman Vietnam Airlines**
- **H.E. Tran Luu Quang, Deputy Prime Minister**
- **H.E. Nguyen Van Thang Vietnam Minister of Transport**

IATA Safety Leadership Charter – Official Launch and Signing Ceremony

12:30 – 14:00 **LUNCH BREAK sponsored by Vietnam Airlines**
Exhibition



IATA WORLD SAFETY & OPERATIONS CONFERENCE

12:45 – 13:45 **Lunchtime workshop hosted by IATA**

Lunchtime workshop hosted by Baines Simmons
By invitation only



14:00 – 17:30

Safety

Click to see Program

Cabin Operations

Click to see Program

Flight Operations

Click to see Program

Emergency Response and Aircraft Recovery

Click to see Program

17:30

Welcome Cocktail Reception sponsored by Airbus
Exhibition



Day 2, Wednesday 20 September

08:00 – 08:45 **Breakfast Workshop hosted by Willis Towers Watson**
By invitation only



12:45 – 13:45 **Lunchtime Workshop hosted by GE Digital**
By invitation only



09:00 – 17:30

Safety

Click to see Program

Cabin Operations

Click to see Program

Flight Operations

Click to see Program

Emergency Response and Aircraft Recovery

Click to see Program

18:30

Gala Dinner sponsored by Vietnam Airlines



Day 3, Thursday 21 September

09:00 – 12:30

Safety

Click to see Program

Cabin Operations

Click to see Program

Flight Operations

Click to see Program

Emergency Response and Aircraft Recovery

Click to see Program

12:30 – 1400 **LUNCH BREAK sponsored by Nav Canada**
Exhibition



12:45 – 13:45 **Optional Lunchtime Workshop hosted by IATA**

#IATAWSOC



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PLENARY

14:00 – 16:00 **Joint Closing Plenary**

Location: Grand Ballroom I – III

Advancing the Leadership Agenda: A Conference Review

Senior regulators and ANSP executives will discuss significant takeaways from the preceding days' discussions across all tracks at IATA WSOC 2023 in the context of local, regional, and global challenges and priorities.

Panel discussion moderated by Blair Cowles, Regional Director Operations, Safety and Security, Asia-Pacific, IATA.

- **Captain Norazman Bin Mahmud, Chief Executive Officer, CAAM (Malaysia)**
- **Timothy Arel, COO, Air Traffic Organization, FAA (United States)**
- **Ho Minh Tan, Deputy Director General, CAAV (Vietnam)**

Embracing the future: Keeping aviation safe, efficient, and sustainable
Keynote speaker

- **Matthew Griffin, Founder and CEO, 311 Institute and XPotential University**

Closing Speech

- **Le Hong Ha, President and CEO, Vietnam Airlines**

16:00 **CONFERENCE ENDS**

[Click here to see details of all optional workshops.](#)

IATA
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Safety Track - Day 1, 19 September

Location: Grand Ballroom I

SAFETY TRACK

14:00 – 15:20 **Session 1- Risk-Based IOSA: Realizing the Vision**

IATA's newly designed audit program introduces new features and revamps the safety audit space. This presentation presents Risk-Based IOSA features and explores the future state of the program.

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

Risk Influence

Safety risk is an aviation system responsibility to manage, it affects multiple domains and is becoming increasingly complex in nature. This session provides a high-level insight into how IATA utilizes data and insights to complement a risk-based approach to audits.

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

The Trial Audit Experience and the Audit Risk Picture

How IATA has moved its IATA Operational Safety Audit to a risk-based audit program; the experiences of those who have undergone trial audit; and how we establish audit focal areas through our regional risk pictures.

- **John Monks, Director of Safety and Security, British Airways**
- **Dr. Harpreet Singh, Group Chief of QMS for the Air India Group**

15:20 – 16:10 **NETWORKING BREAK sponsored by Boeing**
Exhibition



IATA WORLD SAFETY & OPERATIONS CONFERENCE

SAFETY TRACK

16:10 – 17:30 **Session 2 – Risk-Based IOSA: The New Approach to Safety Auditing**

Keynote Speaker: How Risk-Based IOSA supports Regulatory Oversight

IOSA has rolled out the risk-based approach, and many regulators have been reshaping their oversight programs in a similar form. Join this session to understand, from a leading regulator's perspective, what it takes to run an effective and efficient safety oversight, and how the Risk-Based IOSA supports the regulators in this effort.

- **Eduard Ciofu, Flight Standards Deputy Director, EASA**

Risk-Based IOSA: Embracing Findings and Observations as Opportunities for Continuous Improvement

Operators and the industry are experiencing a shift in oversight. Risk-based IOSA is designed to increase the effectiveness of the audit and may therefore lead to new safety insights for the operator. Join this session to understand the mindset needed in an organization to embrace opportunities for improvements, and what it takes for management to lead their teams in this journey.

- **Bobbi Wells, VP Safety Systems, Efficiency, American Airlines**
- **Ashish Jain, Senior Vice President Group Safety & Security, Qatar Airways**

Celebrating 20 Years of IOSA

IOSA is 20 years old and going from strength to strength. This session glances back at where IOSA started and how the key principles, on which IOSA based, are even more critical today.

17:30

CLOSE OF DAY 1

Welcome Cocktail Reception sponsored by Airbus
Exhibition

AIRBUS

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Safety Track - Day 2, 20 September

Location: Grand Ballroom I

SAFETY TRACK

09:00 –10:20 **Session 3 – Safety Leadership**

Following the introduction of the IATA Safety Leadership guiding principles adopted at the IATA Safety Conference 2022, we launch the IATA Safety Leadership Charter as the mechanism for industry to demonstrate, and evidence commitment to Safety Leadership.

09:00-09:20 **Introduction by Prof. Graham Braithwaite, Director, Transport Systems, Professor of Safety & Accident Investigation, Cranfield University.**

09:20-09:50 **Safety Leadership – Driving Action**

Every organization desires safe operations. The challenge sometimes is to translate this desire into action and evolve organizational safety culture to enable it on a core value level. Join this session to learn about successes and challenges of applying the Safety Leadership Charter guiding principles in practice. Engage with our panellists and be part of the discussion.

Panel discussion moderated by Mark Searle, Global Director Safety, IATA

- **Mark Cameron, Head of Safety, Qantas Airways and Qantas Freight**
- **Henry Donohoe, Head of Safety, Security & Quality, Air India**
- **Hideaki Miyachi, Vice President, Safety Culture, Corporate Safety & Security, Japan Airlines**
- **Robert Palmer, Vice President Safety, Air Canada**

IATA WORLD SAFETY & OPERATIONS CONFERENCE

SAFETY TRACK

09:50-10:20 **Safety Leadership – Commitment from the Top**
Successful and effective management of safety risks relies on a sound system and on a positive safety culture to enable this system. Facilitating a positive safety culture is a crucial step, with senior management having an enormous power to influence it. Join this session to learn about the reasons why top airline executives are pledging their commitment to the IATA Safety Leadership Charter and its guiding principles.

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

- **Danny Ho, Chief Executive Vice President, EVA Airways**
- **Alex McGowan, Chief Operations and Service Delivery Officer, Cathay Pacific**
- **Munekazu Tachibana, Executive Officer, Senior VP Flight Operations, Japan Airlines**

10:20 – 11:10 **NETWORKING BREAK sponsored by Medaire**
Exhibition



11:10 – 12:30 **Session 4 – Operational Safety Regional Focus**

Supporting Regional Operations

Connecting communities through regional flight operations, where infrastructure may be limited, presents airlines with unique challenges. This session explores the challenges of servicing remote communities with regional aircraft and how, through collective decision-making, we can mitigate some of the risks associated with this vital service.

Keynote presentation: **Operational Safety: Boeing's Regional Approach – Al Madar, VP Operational Safety & Strategy, Boeing**

Panel Discussion moderated by Jose Fernandez De La Morena, Assistant Director Operations, Safety and Security, Asia-Pacific, IATA

- **Al Madar, VP Operational Safety & Strategy, Boeing**
- **Christopher McGregor, ATR Flight Safety Officer, ATR**
- **Capt. Muhamad Nizar Abdul Bari, Director of Flight Operations - MASwings**

12:30 – 14:00 **LUNCH BREAK**
Exhibition

IATA WORLD SAFETY & OPERATIONS CONFERENCE

SAFETY TRACK

14:00 – 15:20 **Session 5 – Runway Safety: Departing Safely**

Keynote presentation: **Enhancing Runway Safety, Airbus Perspective - Capt Christophe Gail, Experimental Test Pilot, Airbus**

Runway Safety – Departures

The first of two sessions on the criticality of Runway Safety,

Panel discussion moderated by **Gabriel Acosta, Head Operational Safety, IATA**

- **Andy Hamilton, Manager, SMS and Safety Reporting, Delta Air Lines**
- **Capt. Amornvaj (Ben) Mansumitchai, President IFALPA**
- **Capt. Carlo G. Aclan, Safety Director Cebu Pacific**

15:20 – 16:10 **NETWORKING BREAK**

Exhibition

16:10 – 17:30 **Session 6 – Runway Safety - Approach and Landing**

Runway Safety – Approach and Landing

In the second session on Runway Safety, we discuss critical factors required for a safe approach and landing understanding that in particular, preparation starts early. We explore approach briefings; a stable approach path; the critical role of a Go-Around and landing techniques to identify areas where, as an industry, focused actions are required.

Keynote presentation: **Runway Safety Technology - Yasuo Ishihara, Technical Fellow, Honeywell Aerospace**

Panel discussion moderated by **Chris Collins, Director Flight Safety, Delta Air Lines**

- **Anthony Mackay, Vice President and Chief Safety and Quality Officer, NAVCANADA**
- **Yasuo Ishihara, Technical Fellow, Honeywell Aerospace**
- **Peter Clemmow, General Manager Group Safety and Operational Risk Management, Cathay Pacific Airways Ltd.**

17:30 **CLOSE OF DAY 2**

18:30 **Gala Dinner sponsored by Vietnam Airlines**



IATA WORLD SAFETY & OPERATIONS CONFERENCE

Safety Track - Day 3, 21 September

Location: Grand Ballroom I

SAFETY TRACK

09:00 – 10:20 [Session 7 – Accident Investigation](#)

Keynote: Kimberly Pyle, Executive Director, Accident Investigation and Prevention, Federal Aviation Administration

The Criticality of Accident Investigation Reports

Accident Investigations, as presented within ICAO Annex 13, is critical for the understanding of causal factors that have led to accidents and serious accidents. We look at systemic issues around the provision of high quality, and timely, accident reports and what we, as an industry, need to consider in order to support better reporting.

Panel discussion moderated by Ruben Morales, General Manager, Safety and Risk Management, Hong Kong Express Airways

- **Rafael Rastrello, Head of Safety, LATAM Airlines**
- **Eric East, Associate Technical Fellow and Senior Air Safety Investigator, Boeing Commercial Airplanes**
- **Kimberly Pyle, Executive Director, Accident Investigation and Prevention, Federal Aviation Administration**

10:20 – 11:10 **NETWORKING BREAK**

Exhibition

11:10 – 12:30 [Session 8 - Future Safety](#)

The Safe Integration of New Entrants, Technology, and Procedures.

Aviation is under a state of continuous flux and, looking forward, there are many disrupters on the horizon that may impact flight safety. We consider some of these to understand how aviation needs to position itself to enable the safe integration that maintains our position as an ultra-safe form of mass transport.

Panel discussion moderated by Mark Vincent, Head Safety Risk and Quality Assurance, IATA

- **Charles Smith, Director Safety, United Airlines**
- **Augustine Tai, Head of Business Development (APAC), Eve Air Mobility**
- **Kyle Ellis, System-Wide Safety Project Manager, NASA**

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SAFETY TRACK

12:30 – 14:00 **LUNCH BREAK** sponsored by Nav Canada
Exhibition



14:00 – 16:00 **Joint Closing Plenary**
Location: Grand Ballroom I - III

IATA
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& OPERATIONS
CONFERENCE

Cabin Operations Track - Day 1, 19 September

Location: Grand Ballroom III

CABIN TRACK

14:00 – 15:20 **Session 1 - Cabin Safety Activities**

14:00 – 14:20 **Introduction and Update on IATA's Activities**

Cabin Safety is sometimes a difficult topic to define. This presentation will provide the audience with an update of IATA's activities in all aspects of Cabin Safety and Operations, including Unruly Passengers, Ongoing Safety Risk Management, Cabin Crew mental health and wellbeing, as well as the advocacy efforts to support IATA members around the world.

- **Jonathan Jasper, Senior Manager Cabin Safety, IATA**

14:20 – 14:45 **Update on ICAO Cabin Safety Activities**

IATA represents airlines within ICAO Cabin Safety activities. This presentation will update the audience on the ongoing activities of the ICAO Cabin Safety Group to enhance safety at a global level.

- **Martin Maurino, Technical Officer, Global Aviation Safety, ICAO**

14:45 – 15:20 **Cabin Safety Exchange**

With so many different topics impacting safe cabin operations, it is impossible to include them all within a short event. This session will facilitate multiple topic discussions among the audience on various related topics in a fun and engaging way.

- **Facilitated by members of the IATA Cabin Ops Safety Task Force**

15:20 – 16:10 **NETWORKING BREAK sponsored by Boeing**
Exhibition



16:10 – 17:30 **Session 2 - Cabin Safety Exchange (Continued)**

17:30 **CLOSE OF DAY 1**

Welcome Cocktail Reception sponsored by Airbus
Exhibition



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Cabin Operations Track - Day 2, 20 September

Location: Grand Ballroom III

CABIN TRACK

09:00 – 10:20

Session 3 - Accidents and Incidents

09:05 – 09:30

Lessons Learnt from Southwest Airlines Flight 1380

An uncontained engine failure on Southwest flight 1380 on April 17th, 2018, resulted in an explosive depressurization and a passenger fatality. This presentation will explain what took place during the flight, lessons the airline learned from the event, and enhancements that were made.

- **Elise May, Sr. Program Manager Inflight Safety & Regulatory Compliance Southwest Airlines**

09:30 – 09:55

Lessons Learnt from Emirates Flight EK521

On August 3rd, 2016, the crew of Emirates airline flight EK521 performed an evacuation on the runway at Dubai. During this unplanned evacuation, the cabin crew were faced with numerous challenges relating to passenger behavior, the environment, and the aircraft, however, they successfully evacuated all persons onboard. This presentation gives an insight to the challenges encountered and provides an update on the activities the airline safety team have undertaken since this event to help mitigate these challenges not just for their own, but for all airlines and cabin crew.

- **Anabel Brough, Safety Manager- (Cabin) Group Safety, Emirates Airline**

09:55 – 10:20

Data from Real World Evacuations

Evacuations occur with some regularity, although complete data is very hard to come by. Airlines, the Federal Aviation Administration, and other regulators can make more informed decisions with better information regarding the details of each event.

- **Jeff Gardlin, Chief Scientific and Technical Advisor, Advanced Cabin Safety, Federal Aviation Administration**

10:20 – 11:10

NETWORKING BREAK sponsored by Medaire
Exhibition



IATA WORLD SAFETY & OPERATIONS CONFERENCE

CABIN TRACK

11:10 – 12:30

Session 4 – Lithium batteries in the cabin

11:10 – 11:35

Lessons Learnt from UA2664

Cabin fires caused by lithium batteries are frequently highlighted in the media. This presentation is aimed to increase awareness of risks identified with an incident onboard UA2664 | 07FEB2023, and review some of the mitigations for consideration post-incident.

- **Jay Lee, Senior Manager, Policy, Procedures, Operations & Wellness, United Airlines**

11:35 – 11:50

EASA LOKI-PED Project

The LOKI-PED project, funded by EASA and named after the Nordic God of Fire, aims to assess the risks associated with lithium batteries in portable electronic devices in case of fire and smoke in cockpit and cabin.

- **Simon Holz, Manager of LOKI-PED project, Fraunhofer Institute for High-Speed Dynamics, Ernst-Mach-Institut, EMI**

11:50 – 12:30

Panel Discussion

The quantity of lithium batteries carried in the cabin by passengers is increasing, and passengers are not always aware of the risks they pose. There have been several incidents of these items catching fire in the cabin, and fire fighting procedures remain unchanged since their introduction around 2014. As technology has evolved, is it time to look at the lithium battery fire fighting devices available and update the standards and recommended practices?

Panel Discussion moderated by Robin Pijnaker, CEO, Flame Aviation

- **Edwin Fernandez, Mgr. In-Flight Service Cabin Safety, Delta Air Lines**
- **Thomas Knechtl, CEO, X-Bag GmbH**
- **Dylan Vandemark, Chief Technology Officer, CellBlock FCS**

12:30 – 14:00

LUNCH BREAK Exhibition

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CABIN TRACK

14:00 – 15:20 **Session 5 - Safety Management**

14:00 – 14:30

Evacuation of Passengers with Disabilities

A collaboration of airlines within Brazil recently conducted simulated evacuation trials with a variety of passengers with disabilities. This presentation will include some observations, concerns and discuss potential mitigations to help ensure that all passengers can be evacuated safely without delay.

- **Renata Garcia Borges, Quality, Cabin & Service Standards Specialist, GOL airlines**

14:30 – 14:55

Post incident Safety Management

A recent incident onboard resulting in multiple PED fire. This presentation looks at the incident, and the actions taken by the airline to help mitigate the risks involved.

- **Dr Julia Arnds, Cabin Safety Officer, Lufthansa**

14:55 – 15:20

Producing Safety - On a Journey to Zero Flight Attendant Injuries

Safety does not just happen. You must produce it, every single day. Just like your teams produce OnTime, Customer Service and Loyalty. In this presentation, Sergij will describe his teams Journey to zero Flight Attendant Injuries. The approach, the challenges, the partnerships, the risks, the benefits, the data, and finally the results.

- **Sergij Novak, Director Inflight Service Health, Safety & Security, Delta Air Lines**

15:20 – 16:10

NETWORKING BREAK

Exhibition

IATA WORLD SAFETY & OPERATIONS CONFERENCE

CABIN TRACK

16:10 – 17:30 **Session 6 – Cabin Crew Training**

16:10 – 16:35 **Using Virtual Reality and Immersive Technology for Pre-employment Cabin Crew Training.**

VR in airline crew training is not new, however the uptake is not quite established. Within college vocational courses for Cabin Crew, & Ground Ops, we explore the evidence of how this technology enhances critical thinking, muscle memory, inclusion, and diversity for the pre-employment talent pool.

- **Joel Samuels, Learning Technologist, CCG / Brighton Met College**

16:35 – 17:00 **Adapting to Generation Z**

Generation Z is taking the world by storm with their digitally sophisticated approach to life. This new generation is exciting; they are environmentally concerned, financially minded and their generation has been shaped by Covid-19 and technological innovation. In this session we will explore Generation Z and what makes their learning style so unique and how regulation restraints could impact the new generation of Cabin Crew. With the surge of virtual learning and CBT modules we will also explore how this affects compliance on board an aircraft.

- **Emily Hooker, Learning and Development Manager, Skypeople Training**
- **Clare Cranny, Business Development and Training Manager, Skypeople Training**

17:00 – 17:25 **Bridging the Gap with Competency-Based Training and Assessments**

Improving efficiency while prioritizing safety has been the ultimate quest for training departments worldwide. In this captivating session, we'll embark on a journey through the challenges and immense benefits of adopting a Competency-Based Training approach for Cabin Crew.

- **Ivan Noel, President, Inflight Innovations Inc.™/Inflight Institute™**
- **Dr Mizuki Urano, Regional Manager Asia-Pacific, Inflight Innovations Inc.™/Inflight Institute™**

17:30 **CLOSE OF DAY 2**

18:30 **Gala Dinner sponsored by Vietnam Airlines**



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Cabin Operations Track - Day 3, 21 September

Location: Grand Ballroom III

CABIN TRACK

- 09:00 – 10:20** **Session 7 - Mental Health and Wellbeing**
Introduced and moderated by **Richard Gomez, Vice President Product, MedAire.**
- 09:00 – 09:25** **Cabin Crew Wellbeing Post Covid-19**
This presentation will look at the concept of cabin crew wellbeing and the resources available to operators to formulate their policy, processes, and procedures.
- **Catherine Chan, Group Safety Manager, HAECO Group**
- 09:25 – 09:50** **Cabin Crew are More Than Just a Number.**
Social media is flooded with the idea of a perfect cabin crew life. Being cabin crew is indeed exciting, gives a person a life training experience where they can become better persons, find their dreams, and conquer them. However, how does the work environment affect our cabin crew? And what is the work environment when we speak about cabin crew?
- **Juliana Oliveira, Freelance Cabin Crew**
- 09:50 – 10:15** **Effectively Supporting Mental Health and Wellbeing in the Cabin.**
This presentation will focus on specific considerations and successful implementation of support programs in the workplace.
- **Claire Beharrell, Peer Support and Wellbeing Services Lead, Odilia Clark**
- 10:15 – 10:20** **Session Summary Q&A**
- 10:20 – 11:10** **NETWORKING BREAK**
Exhibition

IATA WORLD SAFETY & OPERATIONS CONFERENCE

CABIN TRACK

11:10 – 12:30 **Session 8 - Unruly Passengers**

11:10 – 11:25 **How Big is the UPAX Problem?**

An overview of the unruly passenger reports submitted to the IATA Incident Data Exchange Program.

- **Jonathan Jasper, Senior Manager Cabin Safety, IATA**

11:25 – 11:55 **The Use of Behavioral Science and Consequentiality in Unruly Passenger Management.**

An overview of TUI Group's experience of introducing a multilayered and cabin crew driven approach to Unruly Passenger Management, and how we have used this approach to drive more positive outcomes.

- **Guy Luke Murray, Head of Aviation Security & Risk Management, TUI Airline**

11:55 – 12:25 **Unruly Passenger Communications Campaign**

The problem of unruly passenger management requires a multi-stakeholder approach involving airlines, airports, regulators, and others. This presentation looks at the activities of EASA to help address the issue.

- **Eduard Ciofu, Flight Standards Deputy Director, EASA**
- **David Moldskred, Inspector Flight operations, Cabin Safety, CAA, Norway**

12:30 – 14:00 **LUNCH BREAK sponsored by Nav Canada**
Exhibition



14:00 – 16:00 **Joint Closing Plenary**

Location: Grand Ballroom I - III

16:00 **CONFERENCE ENDS**

IATA WORLD SAFETY & OPERATIONS CONFERENCE

Flight Operations Track - Day 1, 19 September

Location: Ho Tay III

FLIGHT OPERATIONS TRACK

12:45 – 13:45 **Optional Workshop – Aircraft Operational Data and Turbulence Aware**

Aircraft Operational Data (AOD) is data produced from/by the aircraft, its systems, engines, components, and sensors once the aircraft is accepted into operation by an airline. IATA has worked with several OEMs to develop an array of guiding principles for the industry. These principles will be presented and discussed during the workshop along with the implementation of Turbulence Aware that utilizes such data.

- **Chris Markou, Head of Technical Operations, IATA**
- **Stuart Fox, Director Flight & Technical Operations, IATA**

Location: Hoan Kiem

14:00 – 15:20 **Session 1 - The Digital Transformation of Aircraft Technical Operations**

In the technical operations area, you will hear the latest on the successful roll outs of eTechLog / eLogBook, with the associated improvements concerning efficiencies in maintenance and engineering.

Session introduced and moderated by Iryna Khomenko, Manager Operational Efficiency, OSS-Flight, and Technical Operations

- **David Kelly, Manager QE Business Technology and eEnablement, Qantas**
- **Peter Isendahl, Senior Manager Customer Communications, Digital Fleet Services, Lufthansa Technik**
- **Wolfgang Ramminger, Project Lead of the eTAL introduction, Austrian Airlines**

15:20 – 16:10 **NETWORKING BREAK sponsored by Boeing**
Exhibition



IATA WORLD SAFETY & OPERATIONS CONFERENCE

FLIGHT OPERATIONS TRACK

16:10 – 17:30 **Session 2 - The Digital Transformation of Aircraft Flight Operations**

Aircraft were once defined as flying computers, applied computing and bandwidth expansion has expanded that characterization to nodes on a network and or winged data centers. Aircraft Connectivity is the equation which brought Commercial Off-The-Shelf (COTS) tools into the Flight-Deck. Benefits toward the overall goal of safety and efficiency gave birth to present and future concepts such as 4D Trajectory, Flight Path Optimization, Crew & Passenger Safety (Turbulence detection/avoidance) and Telemedicine. A future defined by long-term sustainability means an electronic environment powered by a flexible digital civil aviation sector.

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

- **Jeffrey Williams, Principal Design Lead / Associate Technical Fellow, Boeing Global Services - Digital Aviation Solutions**
- **Joey Dodgen, Chief Technical Pilot, Delta Air Lines**
- **David McCutcheon, Senior Manager Flying Operations (Fleet Operations and Regulatory Affairs), Jetstar Airways**

17:30 **CLOSE OF DAY 1**

**Welcome Cocktail Reception sponsored by Airbus
Exhibition**

AIRBUS

IATA WORLD SAFETY & OPERATIONS CONFERENCE

Flight Operations Track - Day 2, 20 September

Location: Ho Tay III

FLIGHT OPERATIONS TRACK

09:00 – 10:20 **Session 3 - Is It a Pilot or a System? The Path to Automated Operations**
Airlines are investing in new aircraft technologies and on-board automation. At the same time, new airspace users are expanding their operations at/near airports. This is expected to transform operations from being human centric to being managed by a system of systems. This session will also provide an overview of IATA's work and how different stakeholders can be involved in shaping the architecture supporting future operations.

Session introduced and moderated by Ruby Sayyed, Global Head Air Traffic Management / OSS Flight and Technical Operations, IATA

- **Parimal H. Kopardekar, Director of NASA Aeronautics Research Institute (NARI), NASA**
- **Tom Prevot, Air Taxi Product Lead, Joby Aviation**
- **Augustine Tai, Head of Business Development (APAC), Eve Air Mobility**
- **Munekazu Tachibana, Executive Officer, Senior Vice President, Flight Operation, Japan Air Lines**
- **Kah Han Tan, Chief Technology Officer, Senior Director (Unmanned Systems Group), Civil Aviation Authority of Singapore**

10:20 – 11:10 **NETWORKING BREAK** sponsored by Medaire Exhibition



11:10 – 12:30 **Session 4 - Is it a Pilot or a System? The Path to Automated Operations (Continued)**

Session introduced and moderated by Ruby Sayyed, Global Head Air Traffic Management / OSS Flight and Technical Operations, IATA

- **Parimal H. Kopardekar, Director of NASA Aeronautics Research Institute (NARI), NASA**
- **Tom Prevot, Air Taxi Product Lead, Joby Aviation**
- **Augustine Tai, Head of Business Development (APAC), Eve Air Mobility**
- **Munekazu Tachibana, Executive Officer, Senior Vice President, Flight Operation, Japan Air Lines**
- **Kah Han Tan, Chief Technology Officer, Senior Director (Unmanned Systems Group), Civil Aviation Authority of Singapore**

IATA WORLD SAFETY & OPERATIONS CONFERENCE

FLIGHT OPERATIONS TRACK

12:30 – 14:00 **LUNCH BREAK**
Exhibition

14:00 – 15:20 **Session 5 – Performance-Based 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 panelists will present the latest status of CBTA implementation within the industry and the steps for successful transition from traditional training to CBTA. This session will also highlight the challenge and the opportunities offered by the competency approach of training for current and future training needs.

Session introduced and moderated by Yann Renier, Head Training & Licensing / OSS-Flight and Technical Operations, IATA

- **Ashley Lauryssen, EUROCONTROL**
- **Captain Olivier Mazzoleni, Airbus**
- **Captain Hiroshi Horikawa, Japan Airlines**

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

16:10 – 17:30 **Session 6 – Performance-Based Training (Continued)**

This breakout session is placing emphasis on the specific value of the data generated by the CBTA programs. The panelists will set the scene by elaborating on the role of the CBTA training metrics within the safety management system and by clarifying the concept of training effectiveness, training efficiency and training system performance. Further discussion will address the challenges of the training data collection and analysis in regards of taxonomy consistency, reliability, accuracy, and protection.

Session introduced and moderated by Yann Renier, Head Training & Licensing / OSS-Flight and Technical Operations, IATA

- **Captain Chris Ranganathan, CAe**
- **Captain Olivier Mazzoleni, Airbus**
- **Captain Hiroshi Horikawa, Japan Airlines**

17:30 **CLOSE OF DAY 2**

18:30 **Gala Dinner sponsored by Vietnam Airlines**



IATA
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CONFERENCE

Flight Operations Track - Day 3, 21 September

Location: Ho Tay III

FLIGHT OPERATIONS TRACK

09:00 – 10:20 **Session 7 - Technology and Management of Airspace Disruptions**

An airspace contingency may create a local or regional operational disruption. Despite best practices on how to manage airspace contingencies, there are still instances when there is a lack of effective and timely information, ineffective contingency measures, and reactive rather than proactive approach to managing airspace contingencies. This session will highlight some of the best practices as well as the technological capabilities that can improve contingency measures and how lessons learned can be used to enhance system resilience.

Session introduced and moderated by Ruby Sayyed, Global Head Air Traffic Management / OSS Flight and Technical Operations, IATA

- **Razvan Bucuroiu, Head of Airspace and Capacity Division, Eurocontrol**
- **Midori Tanino, Manager, Engineering Services, Federal Aviation Administration**
- **David McCutcheon, Senior Manager Flying Operations (Fleet Operations and Regulatory Affairs), Jetstar Airways**

10:20 – 11:10 **NETWORKING BREAK**
Exhibition

11:10 – 12:30 **Session 8 - AI Boundaries**

Artificial intelligence is making its way across the aviation supply chain. New entrants are using high levels of automation to achieve better performance. As the use of AI/ML is expanding in aviation, there are many challenges that still need to be addressed, from building trust in the system to addressing issues such as required skills, there is a need for new partnerships and a new mindset. This session will provide an overview of possibilities with AI and what are some of the challenges that we as an industry need to overcome in the short and long term.

Session introduced and moderated by Ruby Sayyed, Global Head Air Traffic Management / OSS Flight and Technical Operations, IATA

- **Razvan Bucuroiu, Head of Airspace and Capacity Division, Eurocontrol**
- **Kimberly Pyle, FAA Executive Director, Accident Investigation and Prevention, FAA**
- **Duarte Afonso, Director of Operations Strategy, TAP Air Portugal**

12:30 – 14:00 **LUNCH BREAK sponsored by Nav Canada**
Exhibition



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IATA WORLD SAFETY & OPERATIONS CONFERENCE

FLIGHT OPERATIONS TRACK

- 12:45 – 13:45** **Optional Workshop – Breakout Workshop on CBTA Implementation**
The purpose of the CBTA program is to ensure safe and efficient pilot and instructor/evaluator competency development. This will allow organizations to implement CBTA with a robust transition process.
- **Murat Ercaliskan, Senior Manager Pilot Training and Licensing, IATA**
- 14:00 – 16:00** **Joint Closing Plenary**
Location: Grand Ballroom I - III

IATA
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ERP and AR Track- Day 1, 19 September

Location: Grand Ballroom II

ERP & AR TRACK

14:00 – 15:20 **Session 1 - Overview of Latest Developments in ERP & Aircraft Recovery**

Opening track and introductory address by:

- **Gregory Janelle, ERP and AR Track Coordinator and IATA Instructor**

The IATA Emergency Response Planning Task Force (ERPTF) and the Aircraft Recovery Task Force (ARTF) regularly bring together airline experts from around the world who volunteer their time to diligently address important issues facing our respective areas of the aviation industry. This panel will offer you an overview of the recent accomplishments and projects currently underway by both groups.

- **Matthew Vaughan, Director Aviation Security and Cyber, IATA**
- **Dominic Bathersby, Chair IATA Emergency Response Planning Task Force**

Vietnam Airlines Emergency Response Planning (ERP)

As the official Host Airline of the 2023 World Safety & Operations Conference (WSOC), Vietnam Airlines is uniquely placed to give insight to how their emergency response planning is prepared to support the airline's operations within the local Asia region and to long-haul international destinations.

- **Tran Lam Hong, General Manager Emergency Response Centre, Vietnam Airlines**

15:20 – 16:10 **NETWORKING BREAK sponsored by Boeing**
Exhibition



IATA WORLD SAFETY & OPERATIONS CONFERENCE

ERP & AR TRACK

16:10 – 17:30 **Session 2 – Aircraft Recovery Planning**

Aircraft Recovery Critical Planning for Airlines

As technology advances air travel becomes safer. Why should airlines spend time on Aircraft Recovery planning? Subject matter experts from Lufthansa Group and Air Canada will explain the underlying reasons and key processes of recovery planning for aircraft operators.

- **Iryna Khomenko, Manager, Ops Efficiency, ARTF Coordinator, IATA**
- **Peter Unger, Head of Aircraft Recovery, Lufthansa**
- **Carlos Verdugo, Manager, Maintenance Contracts, Air Canada**
- **Stephen Francis, Senior Manager Corporate Operations Safety, Air Canada**

Aircraft Recovery – A Collaborative Effort Between State, Airport, and Airline

Aircraft recovery requires teamwork between airlines, airports, and state agencies, to enable a fast and effective response after an aircraft accident. It is helpful then for an airport to have recovery equipment and a robust process already in place.

- **Dr. Devasia Kalappurackal Jacob, Asst Vice President & Head Enterprise Risk and Corporate Resilience, Bangalore International Airport**

17:30

CLOSE OF DAY 1

Welcome Cocktail Reception sponsored by Airbus
Exhibition

AIRBUS

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ERP and AR Track - Day 2, 20 September

Location: Grand Ballroom II

ERP & AR TRACK

09:00 – 10:20 **Session 3 - Focus on Accident Family Briefings (Demonstration)**

US NTSB Model for Accident Family Briefings

A special extended session will see a Facilitator from the US National Transportation Safety Board (NTSB) Transportation Disaster Assistance team conduct a mock-up live demonstration of the US NTSB model for Accident Family Briefings. The NTSB will be joined onstage by IATA ERP Task Force members, role-playing as representatives of key responding agencies, and in the audience role-playing as distressed family members. This is a rare and extremely valuable opportunity to see this long-established Accident Family Briefing model realistically presented in “peace time” as a learning experience.

- **Kim Frierson, Emergency Operations Coordinator, Transportation Disaster Operations, NTSB**
- **Laura Robinson, Manager Corporate Crisis, Hong Kong Airlines**
- **Kees van der Louw, Crisis Consultant, KLM Crisis Management**
- **Gill Sparrow, Manager Emergency Response Planning, Emirates Airline**
- **Matthew Vaughan, Director Aviation Security and Cyber, IATA**
- **Colin Arnott, Head of Group Business Resilience, Qantas**
- **Amit Werthaim, Emergency Response and Business Continuity Manager, EL AL**

10:20 – 11:10 **NETWORKING BREAK sponsored by Medaire**
Exhibition



11:10 – 12:30 **Session 4 - Focus on Accident Family Briefings (Case Studies)**

Family Support for the MH370 & MH17 Tragedies

Having a plan for airline family assistance is one thing, but to make it work in the aftermath of two of history's most extraordinary aviation accidents is quite another feat. The former Crisis Director for both accidents will present the lessons learned and describe the realities of delivering critical Family Briefings under extremely demanding circumstances.

- **Fuad Sharuji, Former Crisis Director for MH370 & MH17**

Accident Family Briefing – Q&A

An opportunity to “Ask the Experts” about how to plan and exercise for Accident Family Briefings, especially for international carriers who may face the challenge of delivering such briefings after accidents in far-off regions of the world and unregulated environments.

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ERP & AR TRACK

12:30 – 14:00 **LUNCH BREAK**
Exhibition

14:00 – 15:20 **Session 5 – Airport and Aircraft Recovery Focus**

Hong Kong International Airport Emergency Response

One of the world's largest and most sophisticated Airports offers insights to how their teams prepare for emergencies, including designation and preparations for multiple Family Reception Centers adjacent to the airport and the plans for frequent exercising of these facilities. Additionally, extensive plans for aircraft removal and recovery are included as part of the Airport's overall business continuity initiatives.

- **Emily Chu, Assistant General Manager, Business Continuity Planning, Hong Kong International Airport**
- **Albert Ho, Assistant General Manager, Airfield, Hong Kong International Airport**

IATP – International Aircraft Recovery Pool

Aircraft Recovery equipment is large, complex, and altogether an expensive element of the aircraft recovery process – not all airlines can afford such an investment. The airline community has found a way to make this challenge easier by establishing an International Airline Technical Pool, which shares aircraft recovery kits and services among airlines around the world.

- **Ehab Rustam, Senior Manager, Line Maintenance, Qatar Airways – Chair of Aircraft Recovery Pool at IATP**

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

IATA WORLD SAFETY & OPERATIONS CONFERENCE

ERP & AR TRACK

16:10 – 17:30 **Session 6 - Legal and Insurance Aspects of ERP and Aircraft Recovery**

Legal and Insurance Aspects of Emergency Response and Humanitarian Care

Humanitarian care („family assistance“) in the aftermath of an aircraft accident is often a lengthy, complex, and costly endeavor, which requires significant resources to support an effective response by the air carrier. This expert panel will discuss the legal and insurance perspectives of providing appropriate and expected humanitarian care for survivors, accident victims, and the families involved and, most importantly, what may or may not be covered by the air carrier’s insurance.

- **James Coventry, Managing Director Aerospace, Willis Towers Watson Plc (WTW)**
- **Mert Hifzi, Partner, Holman Fenwick Willan (HFW)**

Risk & Insurance Management

Aircraft Recovery is a highly specialized endeavor that requires a timely interface between an airline and their insurance adjuster – often this involves extensive on-site survey and coordination for aircraft hull removal or recovery. Experts from the aviation insurance industry explain what to expect after an aircraft accident and offer advice on risk & insurance management for such an event.

- **Iryna Khomenko, Manager, Ops Efficiency, ARTF Coordinator, IATA**
- **Eduardo Dueri, Managing Director, Gallagher Aerospace, Latin America Region**

17:30 **CLOSE OF DAY 2**

18:30 **Gala Dinner sponsored by Vietnam Airlines**



IATA WORLD SAFETY & OPERATIONS CONFERENCE

ERP and AR Track - Day 3, 21 September

Location: Grand Ballroom II

ERP & AR TRACK

09:00 – 10:20 **Session 7 - Family Assistance Updates**

Airline Family Assistance and Family Support Groups, Latin America Region

A special update on the recent significant steps to encourage positive engagement between airlines and established aircraft accident family support groups within the Latin America region.

- **Waleska Fortini, Manager Emergency Response, LATAM and IATA ERP Task Force Member**

Update – ICAO Annex 9 Facilitation

The International Civil Aviation Organization (ICAO) conducted the first Symposium on Assistance to Aircraft Accident Victims and their Families (AAAVF) in December 2021. Hear about the progress that has been made since regarding ICAO Annex 9 Facilitation and in support of the especially important topic of humanitarian care in international civil aviation.

- **Ross Lockie, Regional Officer, Avsec and Facilitation, ICAO**

10:20 – 11:10 **NETWORKING BREAK**

Exhibition

11:10 – 12:30 **Session 8 – Communications**

Crisis Communications in a Digital Age

Effective crisis communication is critical after a disaster involving a public profile company – this is especially true when an airline suffers a major accident. Speakers will compare social media vs conventional media for crisis communications and offer advice on different approaches to various demographic and generational groups, as well as the importance of a sincere public apology, reconciling cultural expectations, avoiding cliché phrases, coordinating with other agencies, and dealing with the international media.

- **August Whitcomb, Managing Director, The Windshear Group LLC (former Head of Group Business Resilience, Cathay Pacific)**

ERPTF / ARTF Wrap-up

The program is completed with final comments from the ERPTF and ARTF executive members.

- **Dominic Bathersby, Manager Emergency Response, Virgin Australia, Chair ERPTF**
- **Iryna Khomenko, Manager, Ops Efficiency, IATA ARTF Coordinator**
- **Matthew Vaughan, Director Aviation Security and Cyber, IATA**

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12:30 – 14:00 **LUNCH BREAK** sponsored by Nav Canada
Exhibition



14:00 – 16:00 **Joint Closing Plenary**
Location: Grand Ballroom I - III

16:00 **CONFERENCE ENDS**

IATA WORLD SAFETY & OPERATIONS CONFERENCE

Workshops

Tuesday 19th September

12:45 – 13:45 **Lunchtime Workshop hosted by IATA**

Location: Hoan Kiem

Aircraft Operational Data and Turbulence Aware

Aircraft Operational Data (AOD) is data produced from/by the aircraft, its systems, engines, components and sensors, once the aircraft is accepted into operation by an airline. IATA has worked with several OEMs to develop an array of guiding principles for the industry. These principles will be presented and discussed during the workshop along with the implementation of Turbulence Aware that utilizes such data.

- **Chris Markou, Head of Technical Operations, IATA**
- **Brent King, Head of Flight Operations, IATA**

12:45 – 13:45 **Lunchtime Workshop hosted by Baines Simmons** **By invitation only**

BAINES SIMMONS
SAFETY SERVICES

Location: Ho Tay III

Safety Assurance – Moving Beyond 4 Pillars

How to truly measure all the facets that make up an effective management system to drive continuous improvement. Breaking down the 4-pillars into measurable facets.

1. The traditional approach to taking wordy regulations and forming an audit checklist is cumbersome and largely ineffective in driving performance improvement. We will share a simple model of how to break down the requirements.
2. What enables a management system that is missing from the 4 pillars approach? Many organisations build and audit an SMS but struggle to see a return on investment; using the simple model, we will discuss the measurable enablers that are so often absent.
3. How to use the Present, Suitable, operating, and Effective (PSOE) scale to measure performance. This scale is internationally recognised by regulators and can be a powerful tool if used properly.
4. How to use this data to improve performance. How do you present the data to leaders and create a 'call to action' to drive improvements and realise a return on the investment?

- **Ian Holder, Managing Director, Baines Simmons**

Location: Ho Tay III

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Wednesday 20th September

08:00 – 08:45 **Breakfast Workshop hosted by Willis Towers Watson**



By invitation only

Location: Hoan Kiem

What are the drivers behind Airline Insurance and how can we use data and safety collaboration to get the best outcome from the Markets?

This workshop will give a brief overview of the drivers behind current (and future) insurance rates before exploring how best to utilize data to present the most attractive picture to the insurance markets, which are increasingly forward-looking on risk profiles. It will also look at current levels of collaboration and promote discussion on how working more closely with all the key stakeholders might further strengthen our ability to avoid repeat incidents/accidents that are driving up all aspects of costs to the industry.

12:45 – 13:45 **Lunchtime Workshop hosted by GE Digital**



By invitation only

Location: Hoan Kiem

A Day in the Life of a Safety Manager

Join Evan Edwards and the GE Digital team as they take you on a journey through "A Day in the Life of a Safety Manager." This workshop will merge different roles and various vantage points within a safety organization to demonstrate how each role experiences and manages safety. This interactive workshop includes use cases, customer feedback, and draws on real-world scenarios to help attendees gather valuable insight as to how to incorporate industry best practices and learn more about safety focused systems. Audience participation is encouraged, so bring your best questions for the GE Digital subject matter experts.

- **Evan Edwards, Senior Data Scientist for Data Science Service, GE Digital**

Thursday 21st September

12:45 – 13:45 **Lunchtime workshop hosted by IATA**

Location: Hoan Kiem

CBTA Implementation

The purpose of the CBTA program is to ensure safe and efficient pilot and instructor/evaluator competency development. This will allow organizations to implement CBTA with a robust transition process.

- **Murat Ercaliskan, Senior Manager Pilot Training and Licensing, IATA**

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