

**IATA**

**WORLD SAFETY  
& OPERATIONS  
CONFERENCE**

Xiamen, China  
14-16 October 2025

**PROGRAM**

Host airline



厦门航空 XIAMENAIR



# IATA WORLD SAFETY & OPERATIONS CONFERENCE

Day 1, Tuesday 14 October

PLENARY				
08:00 – 10:00	<b>REGISTRATION OPEN</b>			
	<b>Welcome Coffee</b> Exhibition			
10:00 – 12:30	<b>WSOC Opening Plenary</b> <b>Cultural Show</b>  <b>Opening Speeches</b>			
12:30 – 14:00	<b>Lunch Break</b> Exhibition Area			
12:45 – 13:30	<b>Lunch Workshop</b>			
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</b> Exhibition Area			

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

Day 2, Wednesday 15 October

08:00 – 08:45	<b>Breakfast Workshop</b>			
09:00 – 17:30	<b>Safety</b>  <a href="#">Click to see Program</a>	<b>Cabin Operations</b>  <a href="#">Click to see Program</a>	<b>Flight Operations</b>  <a href="#">Click to see Program</a>	<b>Crisis Management</b>  <a href="#">Click to see Program</a>
12:30 – 1400	<b>Lunch Break</b> Exhibition Area			
14:00 – 17:30	<b>Safety</b>  <a href="#">Click to see Program</a>	<b>Cabin Operations</b>  <a href="#">Click to see Program</a>	<b>Flight Operations</b>  <a href="#">Click to see Program</a>	<b>Crisis Management</b>  <a href="#">Click to see Program</a>
18:30	<b>Networking Dinner sponsored by Xiamen Airlines</b>			

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

Day 3, Thursday 16 October

08:00 – 08:45	<b>Breakfast Workshop</b>			
09:00 – 12:30	<b>Safety</b>  <a href="#">Click to see Program</a>	<b>Cabin Operations</b>  <a href="#">Click to see Program</a>	<b>Flight Operations</b>  <a href="#">Click to see Program</a>	<b>Crisis Management</b>  <a href="#">Click to see Program</a>
12:30 – 1400	<b>Lunch Break</b> Exhibition Area			
12:45 – 13:30	<b>Lunch Workshop</b>			

PLENARY	
14:00 – 16:00	<b>Joint Closing Plenary</b>  <b>Closing Keynote Speaker</b>  <b>Closing Remarks</b>  <b>Next Destination</b> WSOC 2026 Announcement
16:00	<b>CONFERENCE ENDS</b>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Safety - Day 1, Tuesday 14 October

### SAFETY TRACK

**14:00 – 15:20** **Session 1 – Managing Risks in a constantly developing global environment**

#### Back to the Future

Key insights from IATA on revolving issues and factoring the future

- **Dragos Munteanu, Head Safety, IATA**
- **Peng Dou, Regional Director OSS, North Asia, IATA**

#### Risk management - a proactive predictive business process

How can the industry prioritize risks, and what modern tools can bring a paradigm change? What is needed for addressing future risks, and how can IATA provide support? How do we balance spending a sufficient amount of time on future risks; while still ensuring we adequately monitor and mitigate risks that are here today?

Panel moderated by **Mark Searle, Director Safety, IATA**

- **Eduard Ciofu, Deputy Flight Standards Director, EASA**
- **+ other speakers**

**15:20 – 16:10** **Networking Break [sponsored by]**  
Exhibition Area

**16:10 – 17:30** **Session 2 – Safety Auditing for Success**

#### IOSA goes Data

Join this presentation and get an update on key IOSA developments and learn about IATA's AI driven approach to generate the insights needed for futureproofing. Rahat and Serkan will share how IATA leverages AI to analyze maturity assessment reports, and what these insights mean for the betterment of safety, and safety assurance.

- **Serkan Simitcioglu, Head IOSA, IATA**
- **Rahat Yasir, Head of Data Insights and Advanced Analytics, IATA**

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## SAFETY TRACK

### The Next Gen Auditor

Internet of Things, Social Media, Artificial Intelligence and a transforming world around us bring change at an unseen pace. What does the next generation's auditor look like? What value to they add to the organization, and what can they learn from previous generations? What kind of internal auditor capabilities airlines, regulators and others need to build, to effectively manage the transformation around us?

Discussion Panel

- **Speakers TBC**

17:30

### CLOSE OF DAY 1

#### Welcome cocktail

Exhibition Area

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Safety - Day 2, Wednesday 15 October

### SAFETY TRACK

#### 09:00 – 10:20 **Session 3 – Are we measuring Safety Performance realistically?**

What means "safe"? Measuring safety performance has been a constant discussion with the SMS implementation. From 0 Accidents to SPIs and SPTs, Findings, Lists, Bans – do we have, as a community, a clear view of what is Safe, what is a Safety issue and what is the level of confidence in the organizations capabilities to ensure safety?. Explore trade-offs between meeting safety objectives and environmental objectives, which can sometimes be contradictory.

Session moderated by **John Franklin, Lead Specialist Communications and Safety Promotion, EASA**

- **Chris Collins, Director Flight Safety, Delta Airlines**
- **+ other speakers**

#### **The Insurer View**

Join this presentation and get a view on how insurers value safety performance.

- **Insurance Presenter**

#### 10:20 – 11:10 **Networking Break** Exhibition Area

#### 11:10 – 12:30 **Session 4 – Learning from the past to not repeat in the Future**

Aviation has continuously improved by investigating accidents and serious incidents and applying recommendations to prevent similar events from happening again. Through the years a very comprehensive body of knowledge was gathered – but how can the industry ensure this knowledge is shared with the new generation of aviation professionals entering the global workforce?

Session moderated by **Hanada Said, Senior Manager Operational Safety, IATA**

- **Speakers TBC**



# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## SAFETY TRACK

### **Empowering Connections: How to support staff in building resilient organizations**

A Pilot Peer Support Programme (PPSP) is a structured initiative designed to provide pilots with confidential assistance for mental wellbeing and life stress issues, whether for themselves or a colleague. This session will explore practical approaches for implementing successful PPSPs and offer valuable insights from the perspective of airline operators.

Session facilitated by **Antonella Cavacini, Manager Human Factors, IATA**

Presenters:

- **Claire Beharrell, Peer Support and Wellbeing Services Lead, Odiaclark**
- **Max Matsumoto, Safety Manager, ANA**

### **12:30 – 14:00 LUNCH BREAK**

Exhibition Area

### **14:00 – 15:20 Session 5 – Runway Safety**

The Runway remains a place where a significant number of events are happening. Focus on Tail Strikes, Runway Excursions and Incursions.

#### **Tail Strike Prevention – Do we have the right models?**

Tail strikes were the leading accident category in 2024. This session will introduce the IATA Tail Strike Action Plan and how airlines are mitigating tail strike events.

- **Matthew Lillywhite, Senior Manager Safety Risk, IATA**

#### **The Runway – Concentrator of Safety Actions**

The top accident categories in the past 5 years had the runway as a common denominator. The industry has made a lot of effort in developing guidance materials to address runway safety issues but is more needed to further improve? This panel will endeavor to identify any missing elements that could bring additional safety margins and make runway operations safer.

Session moderated by **Richard Allen-Williams, Head of Aviation & Operational Safety, British Airways**

- **Speakers TBC**

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

Exhibition Area



# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## SAFETY TRACK

16:10 – 17:30	<p><b>Session 6 - Integrating Safety across the organizations – from Strategy to Success</b></p> <p>How can the industry continue to apply the Deming cycle of continuous improvement, celebrating successes while maintaining a healthy sense of urgency and awareness of the challenges that lie ahead?</p> <p><b>Safety as an Organisational Value</b></p> <p>Presentation</p> <p><b>Integration of safety into business strategies, processes, and performance measures &amp; developing trust to enable the flow of safety-related information.</b></p> <p>Discussion Panel</p> <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
17:30	<b>CLOSE OF DAY 2</b>
18:30	<b>Networking Dinner sponsored by Xiamen Airlines</b>



# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Safety - Day 3, Thursday 16 October

SAFETY TRACK	
09:00 – 10:20	<b>Session 7 - Safety technology for the future</b>  <b>The Data Explosion</b>  Presentation  <b>Safety Proofing – what is around the corner?</b> How can AI improve safety performance. Practical examples of AI use and Research for novel technologies to bring safety improvements.  Discussion Panel  <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
10:20 – 11:10	<b>Networking Break</b> Exhibition Area
11:10 – 12:30	<b>Session 8 - Sharing data to succeed</b> What are the barriers to more information sharing in the interest of flight safety. There are high hopes for Big Data programs in aviation, but the hopes need to be translated into real action. What enablers are needed to facilitate information sharing for the purpose of safety improvement?  <b>From Data Exchange to AI &amp; Analytics-Driven Actions: Transforming Safety Strategies for GADM Member Airlines</b>  Session moderated by <b>Chantal Berthiaume, Director OSS Business Systems and Performance, IATA</b>  <ul style="list-style-type: none"> <li>• <b>Zora Ho, Head of Group Safety, Cathay Pacific</b></li> <li>• <b>Edward Jumi, Head of Global Aviation Data Management Programs, IATA</b></li> </ul> <b>Runway Safety Reimagined: How Boeing &amp; IATA Are Using AI to Predict Overrun &amp; Excursion Risks</b>  <ul style="list-style-type: none"> <li>• <b>Rahat Yasir, Head of Data Insights and Advanced Analytics, IATA</b></li> <li>• <b>+ other speakers</b></li> </ul>
12:30 – 14:00	<b>LUNCH BREAK</b> Exhibition Area
14:00 – 16:00	<b><u>Joint Closing Plenary</u></b>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Cabin Operations - Day 1, Tuesday 14 October

CABIN OPERATIONS TRACK	
14:00 – 15:20	<b>Session 1 – Review of Global Cabin Safety activities</b> This session will provide a review of Cabin Safety related activities since the previous WSOC event, including regulatory changes, recommendations, and guidance issued. Session moderated by <b>Jonathan Jasper, Senior Manager Cabin Safety, IATA</b> <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
15:20 – 16:10	<b>Networking Break</b> Exhibition Area
16:10 – 17:30	<b>Session 2 – Issues and risks</b> This highly interactive session will provide delegates with the opportunity to engage with Cabin Safety experts from around the world and discuss a variety of Cabin Operations and Safety issues, best practices and potential solutions.  Discussion Panel <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
17:30	<b>CLOSE OF DAY 1</b>  <b>Welcome Cocktail</b> Exhibition Area

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Cabin Operations - Day 2, Wednesday 15 October

CABIN OPERATIONS TRACK	
09:00 – 10:20	<p><b>Session 3 – Cabin crew - Human Factors Principles</b></p> <p>This session will provide an overview of fundamental human factors principles and models and will delve into the various types of human errors commonly observed within cabin operations. Attendees will gain insights into key concepts such as situational awareness, cognitive load, effective communication, physical fatigue, psychological stress, and complacency.</p> <p>Session moderated by <b>Antonella Cavacini, Manager Human Factors, IATA</b></p> <ul style="list-style-type: none"> <li>• <b>Claire Beharrell, Peer Support Lead, OdiliaClark</b></li> <li>• <b>Catherine Chan, Head of Occupational Health and Safety, HAECO</b></li> <li>• <b>Dr. Pete McCarthy, Head of Group Human Factors, Cathay Pacific Airways</b></li> </ul>
10:20 – 11:10	<p><b>Networking Break</b></p> <p>Exhibition Area</p>
11:10 – 12:30	<p><b>Session 4 – Best practices for application of Human Factors in Cabin Operations</b></p> <p>This session will present examples of incidents in cabin operations where human factors played a critical role. Through the analysis of these real-world examples, attendees will gain valuable insights into best practices and lessons learned. The session will emphasize the importance of continuous improvement and the implementation of effective safety measures to prevent future incidents.</p> <p>Session moderated by <b>Dr. Pete McCarthy, Head of Group Human Factors, Cathay Pacific Airways</b></p> <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
12:30 – 14:00	<p><b>LUNCH BREAK</b></p> <p>Exhibition Area</p>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## CABIN OPERATIONS TRACK

14:00 – 15:20

### Session 5 - Lithium batteries in the cabin

If a lithium battery encounters thermal runaway in the cabin, prompt action is necessary to contain the risk. Recent events have seen rapid regulatory response and several recommendations on mitigating the risk, but are they effectively aimed at the root cause? What is being done to ensure that the root cause of such incidents is identified correctly and addressed, and that airlines' Safety Management Systems are addressing the underlying problems?

Discussion Panel

- **Speakers TBC**

15:20 – 16:10

### NETWORKING BREAK

Exhibition Area

16:10 – 17:30

### Session 6 – Cabin crew Injuries

Injuries to cabin crew can be costly for operators and cabin crew alike. Cabin layout, design, service procedures, equipment, and everyday tasks can create hazards which need to be effectively mitigated. This session will investigate what is being done to manage these risks within operators' safety management systems, and how effective SPIs can be identified to keep the risk levels as low as reasonably practicable.

Discussion Panel

- **Speakers TBC**

17:30

### CLOSE OF DAY 2

18:30

**Networking Dinner sponsored by Xiamen Airlines**



# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Cabin Operations - Day 3, Thursday 16 October

CABIN OPERATIONS TRACK	
09:00 – 10:20	<p><b>Session 7 – Aircraft door safety</b></p> <p>Building on last year's WSOC session on inadvertent slide deployment, this session will investigate operators' experiences and improvements aimed at enhancing safety of personnel who operate aircraft doors.</p> <p>Session moderated by <b>Elise May, Sr. Program Manager Inflight Safety &amp; Regulatory Compliance, Southwest Airlines</b></p> <ul style="list-style-type: none"> <li>• <b>Anabel Brough, Safety Manager- (Cabin) Group Safety, Emirates Airline</b></li> <li>• <b>Carol Lauinger, Program Manager Cabin Safety and Quality, WestJet</b></li> <li>• <b>Stephane Soum, Head of Cabin Safety, Air France</b></li> </ul>
10:20 – 11:10	<p><b>Networking Break</b></p> <p>Exhibition Area</p>
11:10 – 12:30	<p><b>Session 8 - The way forward</b></p> <p>This session will consolidate and revisit some of the key messages from the earlier sessions in the Cabin track, and help the IATA Cabin Ops Safety Task Force to identify the key focus areas required in the year ahead, which support the overall theme of "Future Proofing Aviation, Key Strategies for Success"</p> <p>Session moderated by <b>Jonathan Jasper, Senior Manager Cabin Safety, IATA</b></p> <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
12:30 – 14:00	<p><b>LUNCH BREAK</b></p> <p>Exhibition Area</p>
14:00 – 16:00	<p><a href="#"><b>Joint Closing Plenary</b></a></p>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Flight Operations - Day 1, Tuesday 14 October

### FLIGHT OPERATIONS TRACK

14:00 – 15:20	<p><b>Session 1 - Update on Performance based training provisions</b></p> <p>In the context of an increasing demand for performance-based training by the industry and the States, this break out session provides awareness on the latest initiatives to modernize the training and licensing standards. Specifically, the panelists will elaborate on the implementation of the competency-based approach for licensing and for operator training while addressing the associated opportunities and challenges.</p> <p>Session moderated by <b>Yann RENIER, Head of Training and Licensing, IATA</b></p> <ul style="list-style-type: none"> <li>• <b>Captain Francesco Gaetani, Head of Aircrew and Medical Dept &amp; Chief Pilot, EASA</b></li> <li>• <b>Captain Zeng Ming, Director General Aviation Division Flight Standards Department, CAAC</b></li> <li>• <b>Captain Zhou Yizhi, Accountable manager of the Approved Training Organization, China Southern</b></li> </ul>
15:20 – 16:10	<p><b>Networking Break</b></p> <p>Exhibition Area</p>
16:10 – 17:30	<p><b>Session 2 - Value of the CBTA data for global safety management enhancement</b></p> <p>This breakout session aims to present the nature and the value of the human performance data that can be collected under a competency-based training program. The panelists will present the CBTA training metrics collected within their respective organization and will show how these metrics are used to improve the training effectiveness and to enhance the safety of the operations.</p> <p>Session moderated by <b>Yann RENIER, Head of Training and Licensing, IATA</b></p> <ul style="list-style-type: none"> <li>• <b>Chris Ranganathan, Chief Learning Officer, CAE</b></li> <li>• <b>Hester Morrissey, Senior Manager of Customer Technical Training and Analytics, Boeing</b></li> <li>• <b>Captain Francesco Gaetani, Head of Aircrew and Medical Dept &amp; Chief Pilot, EASA</b></li> </ul>
17:30	<p><b>CLOSE OF DAY 1</b></p> <p><b>Welcome Cocktail</b></p> <p>Exhibition Area</p>



# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Flight Operations - Day 2, Wednesday 15 October

### FLIGHT OPERATIONS TRACK

09:00 – 10:20	<p><b>Session 3 – Spectrum and air navigation system resilience</b></p> <p>This session will delve into the critical relationship between the radio frequency spectrum and the resilience of the air navigation system. As the aviation industry continues to face increasing challenges from telecom advancements and interference, understanding how to safeguard air navigation systems through robust spectrum management is essential for maintaining safety and efficiency. The speakers in this session will explore potential near-term and long-term solutions to spectrum interference and examine how new technologies, e.g., 5G networks, pose challenges and opportunities for air navigation systems. The session will conclude with key takeaways focusing on strategies for effective spectrum allocation and protection, and how collaboration with telecom stakeholders can be strengthened.</p> <p>Session moderated by <b>Ruby Sayyed, Global Head Air Traffic Management, IATA</b></p> <ul style="list-style-type: none"> <li>• <b>Eugene Antoni, Senior Vice President Flight Operations, Singapore Airlines</b></li> <li>• <b>+ other speakers</b></li> </ul>
10:20 – 11:10	<p><b>Networking Break</b> Exhibition Area</p>
11:10 – 12:30	<p><b>Session 4 – Airspace management from foundation to innovation</b></p> <p>As the density and diversity of air traffic continues to grow, understanding the key principles of airspace management and what technological solutions are available will be key for enhancing safety, efficiency and environmental sustainability. The speakers in this panel session will provide the audience with an overview of airspace concepts and recent innovations, such as space-based CNS and UAS, that are transforming airspace management. This will enable a discussion amongst the participants regarding the needs and opportunities for future airspace design, including the impact of new airspace users. The session will conclude with key takeaways regarding the main fundamentals that will continue to be required as we explore future innovations.</p> <p>Session moderated by <b>Cherif Ka, Senior Manager ATM Innovation, IATA</b></p> <ul style="list-style-type: none"> <li>• <b>Eduardo Garcia, Senior Manager Future Skies, CANSO</b></li> <li>• <b>+ other speakers</b></li> </ul>
12:30 – 14:00	<p><b>LUNCH BREAK</b> Exhibition Area</p>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## FLIGHT OPERATIONS TRACK

14:00 – 15:20	<b>Session 5 – Aviation Parts Supply Chain</b> Airlines' fleets availability is inherently dependent on the aviation supply chain optimal operation; the continuous flux of spare parts, rotatables, expandables and consumables necessary to keep airplanes flying is facing challenges that must be safely addressed through a concentrated effort involving multiple stakeholders; join this session to explore the potential roles to assume and innovative actions to take in search of solutions to optimize forecasting, sourcing, ordering, lead-times, inventories, ownership of new parts and used serviceable material (USM).  Discussion Panel <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
15:20 – 16:10	<b>NETWORKING BREAK</b> Exhibition Area
16:10 – 17:30	<b>Session 6 – Machine Learning and Artificial Intelligence in Aircraft Engineering and Maintenance</b> In this session we explore how AI/ML technologies are revolutionizing safety, efficiency, and predictive capabilities in aviation. From real-time diagnostics to intelligent maintenance scheduling, the future of aerospace is being reshaped. Our speakers will share cutting-edge research, case studies, and practical applications driving this transformation. Get ready to dive into the innovations powering the next generation of aircraft systems.  Discussion Panel <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
17:30	<b>CLOSE OF DAY 2</b>
18:30	<b>Networking Dinner sponsored by Xiamen Airlines</b> <div>    厦门航空 XIAMENAIR </div>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Flight Operations - Day 3, Thursday 16 October

FLIGHT OPERATIONS TRACK	
09:00 – 10:20	<p><b>Session 7 – Use Cases for Sustainability in Tech Ops</b></p> <p>Air transport sustainability extends beyond reduction of aircraft flight operations related fuel consumption, noise and emissions. Join us for this session to review some of the Airline Technical Operations green initiatives implemented to reduce the aviation environmental footprint, enable energy savings, improve water conservation and contribute to the circular economy success.</p> <p>Discussion Panel</p> <ul style="list-style-type: none"><li>• <b>Speakers TBC</b></li></ul>
10:20 – 11:10	<p><b>Networking Break</b></p> <p>Exhibition Area</p>
11:10 – 12:30	<p><b>Session 8 – Clearing the skies: Innovations and Strategies for Aircraft Fuel Efficiency</b></p> <p>Fuel represents 25-30% of airlines' operating costs, with projections that reach 45% by 2050. With the industry committed to net-zero emissions by 2050, optimizing fuel efficiency remains a strategic priority for airlines, helping to reduce financial risk while advancing sustainability and carbon reduction goals.</p> <p>Discussion Panel</p> <ul style="list-style-type: none"><li>• <b>Speakers TBC</b></li></ul>
12:30 – 14:00	<p><b>LUNCH BREAK</b></p> <p>Exhibition Area</p>
14:00 – 16:00	<p><b><u><a href="#">Joint Closing Plenary</a></u></b></p>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Crisis Management - Day 1, Tuesday 14 October

CRISIS MANAGEMENT TRACK	
14:00 – 15:20	<p><b>Session 1 - Crisis preparedness – Strategies for the future</b></p> <p>Being prepared for the unthinkable can be challenging, and events can occur when we least expect it. Come and join us as we discuss the strategies for preparing for various types of crises, including natural disasters, technical failures, and security threats</p> <p>Session moderated by <b>Colin Arnott, Head of Group Business Resilience, Qantas</b></p> <ul style="list-style-type: none"> <li>• <b>Alexandra Lyons, Manager Business Resilience, British Airways</b></li> <li>• <b>Natalie Botha, Managing Director, Janellis</b></li> </ul>
15:20 – 16:10	<p><b>Networking Break</b></p> <p>Exhibition Area</p>
16:10 – 17:30	<p><b>Session 2 – Crisis Management, Adaptable and Scalable</b></p> <p>In today's fast-paced and unpredictable world, organizations must be prepared to handle crises of all magnitudes. This session, "Crisis Management: Adaptable and Scalable," will delve into the essential strategies and frameworks that enable businesses to effectively respond to and recover from crises, regardless of their size or complexity.</p> <p>Session moderated by <b>Laura Robinson, Manager, Corporate Crisis, Hong Kong Airlines</b></p> <ul style="list-style-type: none"> <li>• <b>Heloisa Diniz, Business Continuity and Crisis Management, Gol Linhas Aéreas</b></li> <li>• <b>+ other speakers</b></li> </ul> <p><b>CLOSE OF DAY 1</b></p> <p><b>Welcome Cocktail</b></p> <p>Exhibition Area</p>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Crisis Management - Day 2, Wednesday 15 October

CRISIS MANAGEMENT TRACK	
09:00 – 10:20	<p><b>Session 3 – The importance of communication in the ERP</b></p> <p>In a multi-lingual world communication is challenging and can often lead to misinterpretation and unforeseen challenges. Join us as we explore the importance of crisis communications and how we can ensure that communication is effective during these critical events and how these may evolve in the future.</p> <p>Discussion Panel <b>Speakers TBC</b></p>
10:20 – 11:10	<p><b>Networking Break</b> Exhibition Area</p>
11:10 – 12:30	<p><b>Session 4 - Media communication strategy</b></p> <p>Media presence is vital for aviation stakeholders, yet navigating this delicate landscape can be challenging. Join us as we showcase effective communication strategies and share best practices for engaging with the media.</p> <p>Session moderated by <b>Gill Sparrow, Senior Manager Emergency Response Planning, Emirates</b></p> <ul style="list-style-type: none"> <li>• <b>Elmarie Marais, CEO, Go-Crisis</b></li> <li>• <b>+ other speakers</b></li> </ul>
12:30 – 14:00	<p><b>LUNCH BREAK</b> Exhibition Area</p>
14:00 – 15:20	<p><b>Session 5 – Effective leadership and challenges of tomorrow</b></p> <p>The ERP may evolve rapidly in an era of abundant technology so how will this impact the importance of leadership within the ERP environment and how will we prepare the talent of tomorrow?</p> <p>Session moderated by <b>Gill Sparrow, Senior Manager Emergency Response Planning, Emirates</b></p> <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
15:20 – 16:10	<p><b>NETWORKING BREAK</b> Exhibition Area</p>

# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## CRISIS MANAGEMENT TRACK

16:10 – 17:30	<b>Session 6 – Family Assistance</b> Join us as we embark on a journey to explore the challenges and best practices in delivering effective support to families during times of crisis.  Discussion Panel <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
17:30	<b>CLOSE OF DAY 2</b>
18:30	<b>Networking Dinner sponsored by Xiamen Airlines</b>



# IATA WORLD SAFETY & OPERATIONS CONFERENCE

## Crisis Management - Day 3, Thursday 16 October

CRISIS MANAGEMENT TRACK	
09:00 – 10:20	<b>Session 7 – Post-event employee assistance and protection</b>  Post-incident support and information protection are critical for safeguarding both the well-being of personnel and the integrity of sensitive data following an event. Are current protocols and measures sufficient for ensuring both?  Discussion Panel <ul style="list-style-type: none"> <li>• <b>Speakers TBC</b></li> </ul>
10:20 – 11:10	<b>Networking Break</b> Exhibition Area
11:10 – 12:30	<b>Session 8 – Airline preparedness for the removal of the disabled aircraft</b> A disabled aircraft on the runway can disrupt operations and harm the airline's reputation. If not managed correctly, it may threaten regular airport activities and cause further damage to the asset. This session covers the fundamentals of aircraft recovery and shares real-life cases with valuable lessons learned.  Session facilitated by <b>Iryna Khomenko, Manager Operational Efficiency, IATA</b> <ul style="list-style-type: none"> <li>• <b>Matthew Bagley, Aircraft Recovery Manager, Senior Manager FAA Liaison, United Airlines</b></li> <li>• <b>Manuel Mercado, Aircraft Recovery Team Lead, Tooling Supervisor, American Airlines</b></li> </ul>
12:30 – 14:00	<b>LUNCH BREAK</b> Exhibition Area
14:00 – 16:00	<a href="#"><b>Joint Closing Plenary</b></a>



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Host Airline

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Exhibitors

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