

IATA

WORLD SAFETY

& OPERATIONS

CONFERENCE



Performance Through People: Driving Safety,
Operational Agility, and Crisis Response

Istanbul, Türkiye

6 – 8 October 2026

PROGRAM

Host airline



**TURKISH
AIRLINES**




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CONFERENCE

Day 1, Tuesday 06 October

PLENARY					
08:00 – 10:00	<p>REGISTRATION OPEN</p> <p>Welcome Coffee Exhibition Area</p>				
10:00 – 12:30	<p>WSOC Opening Plenary Cultural Show</p> <p>Opening Speeches</p> <p>Opening Plenary Panel Discussions “Geopolitical Risk and its Impact on People Performance” Geopolitical risk, particularly in relation to conflict zones, has a significant impact on aviation - more so now than has been recent years. How aviation personnel respond with dexterity to address rapidly changing dynamics, is critical to the continued safe operation of airlines.</p> <p>This panel will explore these challenges and how leaders are managing both their own unique organizational challenges and those at a systemic level.</p>				
12:30 – 14:00	<p>Lunch Break Exhibition Area</p>				
14:00 – 17:30	<table border="1"> <tr> <td style="background-color: #0056b3; color: white; text-align: center; padding: 10px;"> <p>Safety</p> <p>Click to see Sessions 1 & 2</p> </td> <td style="background-color: #f1c40f; text-align: center; padding: 10px;"> <p>Cabin Operations</p> <p>Click to see Sessions 1 & 2</p> </td> <td style="background-color: #e74c3c; text-align: center; padding: 10px;"> <p>Operations</p> <p>Click to see Sessions 1 & 2</p> </td> <td style="background-color: #27ae60; color: white; text-align: center; padding: 10px;"> <p>Crisis Management</p> <p>Click to see Sessions 1 & 2</p> </td> </tr> </table>	<p>Safety</p> <p>Click to see Sessions 1 & 2</p>	<p>Cabin Operations</p> <p>Click to see Sessions 1 & 2</p>	<p>Operations</p> <p>Click to see Sessions 1 & 2</p>	<p>Crisis Management</p> <p>Click to see Sessions 1 & 2</p>
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17:30	<p>Welcome Cocktail Exhibition Area</p>				

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Day 2, Wednesday 07 October

09:00 – 17:30	<p>Safety</p> <p>Click to see Sessions 3 & 4</p>	<p>Cabin Operations</p> <p>Click to see Sessions 3 & 4</p>	<p>Operations</p> <p>Click to see Sessions 3 & 4</p>	<p>Crisis Management</p> <p>Click to see Sessions 3 & 4</p>
12:30 – 1400	<p>Lunch Break Exhibition Area</p>			
14:00 – 17:30	<p>Safety</p> <p>Click to see Sessions 5 & 6</p>	<p>Cabin Operations</p> <p>Click to see Sessions 5 & 6</p>	<p>Operations</p> <p>Click to see Sessions 5 & 6</p>	<p>Crisis Management</p> <p>Click to see Sessions 5 & 6</p>
18:30	<p>Networking Dinner sponsored by Turkish Airlines</p>			

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Day 3, Thursday 08 October

09:00 – 12:30	Safety Click to see Sessions 7 & 8	Cabin Operations Click to see Sessions 7 & 8	Operations Click to see Sessions 7 & 8	Crisis Management Click to see Sessions 7 & 8
12:30 – 1400	Lunch Break Exhibition Area			

PLENARY	
14:00 – 16:00	Joint Closing Plenary Executive Panel Closing Keynote Speaker Closing Remarks Next Destination WSOC 2027 Announcement
16:00	CONFERENCE ENDS

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

IATA WORLD SAFETY & OPERATIONS CONFERENCE

Safety - Day 1, Tuesday 06 October

SAFETY TRACK

14:00 – 15:20	<p>Session 1 – Safety Launch</p> <p>Get Ready for your Safety journey in the Conference. Join us at the session as leading industry experts share insights on today’s most pressing safety challenges and discuss where the industry should focus its efforts moving forward. This dynamic session will highlight diverse perspectives and emerging priorities shaping the future of safety.</p> <p>Participants will have the opportunity to engage directly with the speakers in an interactive, press conference-style format—asking questions, exchanging ideas, and gaining valuable, real-world insights.</p> <p>Session moderated by Mark Searle, Global Safety Director, IATA</p> <ul style="list-style-type: none">• Chris Collins, Safety Director, Delta• Francesco Gaetani, Flight Standards Director, EASA• Yannick Vanhaecke, VP Accident/ Incident Investigation and prevention, Airbus
15:20 – 16:10	<p>Networking Break Exhibition Area</p>
16:10 – 17:30	<p>Session 2 - Human Centered Safety: real-world Human Factors in action</p> <p>This session brings human-centered safety to life through practical, real-world examples. It explores how human factors shape everyday work, decisions, and outcomes, offering a clearer understanding of the system conditions and context that influence performance. The focus is on applying human factors in meaningful ways—building awareness of how people and systems influence each other, and sharing practical, relevant improvements that support both human performance and overall system effectiveness.</p> <p>Session facilitated by Valerie Stait, Manager, Safety, IATA</p> <ul style="list-style-type: none">• Dr. Björn Hennig, Managing Director and Solution Architect, Avialytics GmbH• Jessica Nichols, WHS and Human Performance Lead, Airservices Australia• Laurie Shaw, Director, Cor Nexus
17:30	<p>CLOSE OF DAY 1</p> <p>Welcome cocktail Exhibition Area</p>

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Safety - Day 2, Wednesday 07 October

SAFETY TRACK

09:00 – 10:20	<p>Session 3 – The Margin of Maneuver: Aligning Risk Appetite with Human Performance</p> <p>How much risk are we willing to take? Do we have a common understanding of what is risk appetite? Can we calibrate risk tolerability? The panel will aim to explore these topics against the backdrop of how humans create safety in the system.</p> <p>Session moderated by Matt Lillywhite, Senior Manager, Safety Risk, IATA</p> <ul style="list-style-type: none">• Speakers to be announced
10:20 – 11:10	<p>Networking Break Exhibition Area</p>
11:10 – 12:30	<p>Session 4 – Safety Leadership: People Behind Performance</p> <p>Safety performance is ultimately shaped by people – how they are led, supported, and empowered in their day-to-day roles influences mindset and behaviours that drive safe, adaptable operations and sustainable business outcomes. It is also shaped by how well organizations’ collective safety capability is preserved and developed.</p> <p>This panel will explore how organizations can strengthen these elements in practice and what it takes to sustain them over time.</p> <p>Introductory Presentation</p> <p>Panel moderated by Mariam Khojayan, Senior Manager Program Development & Promotion, IATA</p> <ul style="list-style-type: none">• Caroline Pike, Ph.D. Nuclear Safety Officer, International Atomic Energy Agency (IAEA)• + 2 more speakers
12:30 – 14:00	<p>LUNCH BREAK Exhibition Area</p>

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SAFETY TRACK

14:00 – 15:20

Session 5 – People as the Core of the IOSA Program

Although IOSA is often perceived as a technical, documentation-driven program, its true effectiveness depends on people—their competence, behaviours, decision-making, communication, and leadership. This section explores how individuals and organizational culture shape the practical application of IOSA standards and influence safety performance across the industry.

Session moderated by **Scott MacKenzie, Head IOSA, IATA**

- **Virginie Allard, Safety Oversight Manager-International Coordination & IOSA Oversight Group Vice-Chair, Air France**
- **Arzu Yagmurca, IOSA Auditor, IATA**
- **Speaker from an Airline**

15:20 – 16:10

NETWORKING BREAK

Exhibition Area

16:10 – 17:30

Session 6 – People-Powered Safety: Driving Innovation Across the Aviation Ecosystem

New technologies, designs, and processes are advancing rapidly as aviation operations grow more complex. While automation continues to expand, safety performance still depends on people—but roles, responsibilities, and accountability are being reshaped. This panel will confront how service providers are actively preventing the erosion of human decision-making and ownership in safety-critical operations in an increasingly automated environment.

Session moderated by **Edickson Santamaria, Senior Safety Manager – Europe, IATA**

- **Speakers to be announced**

17:30

CLOSE OF DAY 2

18:30

Networking Dinner sponsored by Turkish Airlines



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Safety - Day 3, Thursday 08 October

SAFETY TRACK	
09:00 – 10:20	<p>Session 7 - One Industry, One Data Vision: Advancing Safety Through Collaboration</p> <p>Two complementary sessions highlighting how GADM and SafetyIS turn shared airline data into real-world safety impact. A multi-stakeholder panel—featuring an airlines, OEMs, and regulators—will explore how collaborative data drives smarter, risk-based decisions. This is followed by a fast-paced use case session with concrete examples, demonstrating how industry safety and operational data is transformed into actionable insights and measurable safety improvements across the industry.</p> <ul style="list-style-type: none">• Speakers to be announced
10:20 – 11:10	<p>Networking Break Exhibition Area</p>
11:10 – 12:30	<p>Session 8 - Navigating Complexity: Future-Proofing Aviation Safety Talent</p> <p>As aviation systems grow more complex and operational environments become increasingly dynamic, safety practitioners must be equipped with new skills, tools, and mindsets to effectively manage emerging risks. This panel will explore how the next generation of safety professionals can be prepared to operate in a future shaped by technological transformation, data-driven decision-making, evolving human-machine interfaces, and shifting operational pressures.</p> <p>Bringing together industry experts, the discussion will highlight the competencies required to anticipate and manage threats in highly interconnected systems.</p> <ul style="list-style-type: none">• Speakers to be announced
12:30 – 14:00	<p>LUNCH BREAK Exhibition Area</p>
14:00 – 16:00	<p><u>Joint Closing Plenary</u></p>

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Cabin Operations - Day 1, Tuesday 06 October

CABIN OPERATIONS TRACK	
14:00 – 15:20	Session 1 – Regulatory Update An update of recent activities of IATA, ICAO and other regulators within the Cabin Safety domain. <ul style="list-style-type: none">• Jonathan Jasper, Senior Manager Cabin Safety, IATA• David Moldskred, Principal Inspector Cabin Safety, CAA Norway• + 1 more Speaker
15:20 – 16:10	Networking Break Exhibition Area
16:10 – 17:30	Session 2 – Cabin Safety Bazaar This interactive session aims to include anything and everything Cabin Safety related, in quick fire exchanges and discussions between delegates and the IATA Cabin Ops Safety Task Force members. Session moderated by Matt Whipp, Head of Cabin Safety, British Airways <ul style="list-style-type: none">• Speakers to be announced
17:30	CLOSE OF DAY 1 Welcome Cocktail Exhibition Area

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Cabin Operations - Day 2, Wednesday 07 October

CABIN OPERATIONS TRACK

09:00 – 10:20

Session 3 – Educating and informing passengers

Onboard Safety is a shared responsibility between passengers and cabin crew. How can we provide passengers with relevant and appropriate safety messages, in a way which appeals to them and encourages compliance, throughout their travel experience.

Session moderated by **Jay Lee, Senior Manager Policy, Procedures, Operations & Wellness, United Airlines.**

- **Trisha Ferguson, CEO, The Interaction Company**
- **John Franklin, Lead Specialist Communications and Safety Promotion, EASA**
- **+1 more speaker**

10:20 – 11:10

Networking Break

Exhibition Area

11:10 – 12:30

Session 4 – Medical Response

A practical operational perspective on how inflight medical support is evolving toward integrated, data driven response systems.

Session moderated by **Joevanni Camacho, Manager Policies Procedures, Fleet & Industry Affairs, Delta Air Lines**

- **Wehda El Aridi, Chief Growth Officer, MD onboard**
- **Felix Brand, Managing Director & Founder, CardioSecur**
- **+1 more speaker**

12:30 – 14:00

LUNCH BREAK

Exhibition Area

IATA WORLD SAFETY & OPERATIONS CONFERENCE

CABIN OPERATIONS TRACK

14:00 – 15:20

Session 5 – Focus on Cabin Crew

Cabin crew are responsible for delivering the airline's promise on service, safety and security. This session will investigate several different aspects demonstrating how safety managers can support cabin crew to perform their role effectively in an ever changing cabin environment.

Session moderated by **Cari Smith-Allen, Senior Manager, Inflight Standards, American Airlines**

- **Severine Guitton, Cabin Safety Manager, HOP!**
- **Sasa Janine Leal Tennberg, Fatigue Risk Manager, Air Europa**
- **Paulo Tamburini, Cabin Standards Specialist, LATAM**

15:20 – 16:10

NETWORKING BREAK

Exhibition Area

16:10 – 17:30

Session 6 – Focus on lithium batteries

With ongoing changes to regulations and guidance around safe carriage of lithium batteries in the cabin, it can be hard to keep up with the latest information. This session will investigate the factors and groups influencing these decisions and attempt to align industry expectations.

- **Emily Brimsek, Senior Manager Qualitative Insights, Underwriters Laboratories Standards and Engagement**
- **Rachid Zine-eddine, President, AVIA-SEC**
- **+1 more speaker**

17:30

CLOSE OF DAY 2

18:30

Networking Dinner sponsored by Turkish Airlines



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Cabin Operations - Day 3, Thursday 08 October

CABIN OPERATIONS TRACK	
09:00 – 10:20	<p>Session 7 – Focus on Unruly Passengers</p> <p>This session aims to investigate what is happening with unruly passenger rates globally, what changes in behaviour are observed, and what can be done to mitigate them to an acceptable level.</p> <ul style="list-style-type: none">• Anabel Brough, Safety Manager- (Cabin) Group Safety, Emirates• Frederic Wille, Integrated Safety & Security Manager Inflight Services, KLM• +1 more speaker
10:20 – 11:10	<p>Networking Break Exhibition Area</p>
11:10 – 12:30	<p>Session 8 – What next?</p> <p>A review of the topics discussed and the issues raised in the Cabin track by airlines and others, to identify how we can work together as we move into 2027.</p> <p>Session moderated by Jonathan Jasper, Senior Manager Cabin Safety, IATA</p> <ul style="list-style-type: none">• Stephane Soum, Head of Cabin Safety, Air France• +2 more speakers
12:30 – 14:00	<p>LUNCH BREAK Exhibition</p>
14:00 – 16:00	<p>Joint Closing Plenary</p>

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Operations - Day 1, Tuesday 06 October

OPERATIONS TRACK

14:00 – 15:20	<p>Session 1 - ATM in the Digital Age: Building the Next-Generation Workforce</p> <p>This dynamic panel session will explore how evolving ATM systems and airspace structures are transforming the role of air traffic controllers into airspace managers and enablers. The discussion will focus on how Air Navigation Service Providers (ANSPs) can leverage new technologies and the role of regulators in adapting training and licensing landscapes. Panelists will also discuss how to attract and retain young professionals and position the industry as the most exciting way to kick-start one's career. The session will include interactive discussions and audience engagement, offering participants valuable takeaways on managing talent in a digital ATM world.</p> <p>Session moderated by Cherif Ka, Senior Manager ATM Innovation, IATA</p> <ul style="list-style-type: none">• Speaker from IFATCA• Speaker from an ANSP• Speaker from a Regulator
15:20 – 16:10	<p>Networking Break Exhibition Area</p>
16:10 – 17:30	<p>Session 2 - Geopolitics & Airspace Resilience: Navigating Complexities</p> <p>As geopolitical tensions, regional conflicts, and regulatory fragmentation reshape global aviation, airspace resilience has become a critical priority. This session will examine how the aviation sector is adapting to an increasingly volatile operating environment while ensuring safety, connectivity, and operational continuity. Panelists will explore impacts on airspace access, route planning, supply chains, and international cooperation, as well as the growing importance of coordinated crisis response and strategic resilience. The discussion will highlight how industry leaders are balancing operational efficiency with evolving security, economic, and sustainability considerations.</p> <p>Session moderated by Cherif Ka, Senior Manager ATM Innovation, IATA</p> <ul style="list-style-type: none">• Speakers from Airlines• Speaker from an ANSP
17:30	<p>CLOSE OF DAY 1</p> <p>Welcome Cocktail Exhibition Area</p>

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Operations - Day 2, Wednesday 07 October

OPERATIONS TRACK

09:00 – 10:20	Session 3 – People-Driven Fuel Efficiency This panel will explore how airlines are advancing fuel efficiency through operational strategies, data-driven decision-making, and cross-functional collaboration. Panellists will share insights on emerging approaches, the role of people and culture, and opportunities to enhance performance while meeting sustainability goals. Session moderated by Hélène Manzoni, Senior Manager Flight Operations Fuel Efficiency, IATA <ul style="list-style-type: none">• Speakers to be announced
10:20 – 11:10	Networking Break Exhibition Area
11:10 – 12:30	Session 4 – Advanced Air Mobility: from concept to operations Regulators, airlines, and safety professionals will gain actionable insights into current certification and operational timelines, best practices for risk management, and collaborative strategies to accelerate safe deployment. Leave equipped with clear understanding of regulatory expectations, potential partnership models, and the steps required to integrate AAM responsibly into the broader aviation ecosystem – supporting both innovation and the highest levels of safety. Session moderated by Stuart Fox, Director Flight and Technical Operations, IATA <ul style="list-style-type: none">• Speaker from FAA• Speaker from an Airline• Speaker AAM OAM
12:30 – 14:00	LUNCH BREAK Exhibition Area

IATA WORLD SAFETY & OPERATIONS CONFERENCE

OPERATIONS TRACK

14:00 – 15:20	<p>Session 5 – Performance Based framework for people competency development</p> <p>As aviation embraces new technologies, evolving operational models, and changing workforce expectations, competency development is becoming a strategic priority. This panel brings together industry leaders, regulators, and training experts to discuss the future of performance-based frameworks and competency-based training. Join us for a forward-looking discussion on regulatory evolution, global harmonization, and the opportunities shaping the next generation of aviation professionals.</p> <p>Session moderated by Paulo Pexioto, Senior Manager CBTA Center of Excellence, IATA</p> <ul style="list-style-type: none">• Speaker from Boeing• Speaker from EASA• Speaker from F/A SmE
15:20 – 16:10	<p>NETWORKING BREAK</p> <p>Exhibition Area</p>
16:10 – 17:30	<p>Session 6 – Building a resilient workforce for safe, effective and efficient operations</p> <p>What does it take to build a workforce ready for tomorrow's aviation challenges? This operationally focused panel explores how airlines and training organizations are using data, innovation, and competency-based approaches to enhance performance, adaptability, and resilience. Discover practical insights, emerging trends, and real-world experiences that are transforming how organizations prepare their people for safe and effective operations.</p> <p>Session moderated by Andres Ospina, Senior Manager Pilot Training & Licensing, IATA</p> <ul style="list-style-type: none">• Speaker from Emirates• Speaker from Turkish• + 1 more speaker
17:30	<p>CLOSE OF DAY 2</p>
18:30	<p>Networking Dinner sponsored by Turkish Airlines</p> 

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Operations - Day 3, Thursday 08 October

OPERATIONS TRACK	
09:00 – 10:20	<p>Session 7 – Navigating MET Digital Transition</p> <p>Since the mid-2010s, ICAO is working on the transition of Traditional MET products like METAR, TAF, SIGMETs etc from their paper based versions to digital data sets, to be transmitted in a machine-to-machine fashion. While not unheard of as a concept (commercial weather providers have been developing similar information services on individual topics for some time now), the scale and impact of this transition of the baseline products is often underestimated. In this panel, we will discuss its implications with industry experts and take a look into a future without a weather briefing package as we have known it since the 1950's.</p> <p>Session moderated by Jiska Manicus, Senior Manager Flight Operations Meteorology, IATA</p> <ul style="list-style-type: none">• Speaker from Lufthansa• Speaker from Flightkeys• Speaker from Cathay Pacific
10:20 – 11:10	<p>Networking Break Exhibition Area</p>
11:10 – 12:30	<p>Session 8 – Solving Data Fragmentation with the Performance Information Exchange Model (PIXM)</p> <p>PIXM is a transformative aviation industry standard for exchanging performance data among airlines, manufacturers, airports, regulators, and other stakeholders (drones). The establishment a common language for performance information such as PIXM aims to improve operational safety, efficiency, and collaboration focusing on four key areas: conversion of existing standards, mitigating system gaps, collaboration within technical disciplines and phased development.</p> <p>Session moderated by John Synnott, Senior Manager Flight Operations IT, IATA</p> <ul style="list-style-type: none">• Paul Hanna, VP Chief Engineering Officer, PDC Aero• Reinhard Thanhauser Performance & Operations Engineering Lufthansa Systems• + 1 more speaker
12:30 – 14:00	<p>LUNCH BREAK Exhibition Area</p>
14:00 – 16:00	<p><u>Joint Closing Plenary</u></p>

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Crisis Management - Day 1, Tuesday 06 October

CRISIS MANAGEMENT TRACK

14:00 – 15:20	<p>Session 1 - From Plans to People: Reframing ERP as a Human-centered Capability</p> <p>Join us as we focus on strengthening the ERP from a compliance document to an organizational capability built on culture, leadership, and psychological safety. The session will:</p> <ul style="list-style-type: none">• Explore how ERP ties into Operational Safety.• Consider impacts on operational resilience and how BCP can work in harmonization with ERP activation• Discuss how the ERP can support and manage real human needs during crises. <p>Session moderated by Waleska Fortini, Emergency Response Manager, LATAM</p> <ul style="list-style-type: none">• Speakers to be announced
15:20 – 16:10	<p>Networking Break Exhibition Area</p>
16:10 – 17:30	<p>Session 2 – Emergency Response is not a Plan, it’s a System: Embedding Crisis Management into SMS</p> <p>Emergency Response Plans are a mandated and “cornerstone” component of SMS, but in many organizations, they remain static documents, separate from risk management and safety assurance and activated only during crisis – not learned from continuously. Yet, SMS itself exists to proactively manage safety risks through continuous data and learning loops. Most airlines comply with ERP requirements, but very few truly integrate emergency response into their safety system. With the changes to the IOSA ERP related ISARPs being introduced into ISM19, this panel will look at why that happened and what Airlines need to do to challenge their norm.</p> <p>Session moderated by Gill Sparrow, Senior Manager Emergency Response Planning, Emirates</p> <ul style="list-style-type: none">• Speakers to be announced
17:30	<p>CLOSE OF DAY 1 Welcome Cocktail Exhibition Area</p>

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Crisis Management - Day 2, Wednesday 07 October

CRISIS MANAGEMENT TRACK

09:00 – 10:20	<p>Session 3 – Integrating Mental Health, Peer Support, and Duty of Care into ERP</p> <p>This session will focus on the wellbeing of responders, leaders, and affected individuals across the full incident cycle. It will explore how Emergency Response Plans (ERP) can be effectively linked with existing peer support, critical incident response, and mental health programs to ensure a coordinated and human-centered approach.</p> <p>Session moderated by Laura Robinson, Senior Manager, Business Resilience, Virgin Atlantic</p> <ul style="list-style-type: none">• Speakers to be announced
10:20 – 11:10	<p>Networking Break Exhibition Area</p>
11:10 – 12:30	<p>Session 4 – Data-Informed Crisis Response: Using Real Time Information Without Overload</p> <p>This session explores how organizations can effectively integrate Business Continuity and Emergency Response Planning to create a unified crisis management framework. It will focus on aligning response actions with recovery priorities, ensuring seamless escalation from incident response to continuity activation, and addressing gaps between tactical emergency actions and strategic business recovery.</p> <ul style="list-style-type: none">• Speakers to be announced
12:30 – 14:00	<p>LUNCH BREAK Exhibition Area</p>
14:00 – 15:20	<p>Session 5 – Future Horizons: Technology, New Risks, and the Human Role in ERP</p> <p>A forward-looking session which will explore how the emerging technologies and new risks will reshape Emergency Response Planning and the role of human judgment, leadership, and ethical decision-making as technology expands.</p> <p>Session moderated by Tuğse Su YALÇINTÜRK, Crisis Management Specialist, Turkish Airlines</p> <ul style="list-style-type: none">• Speakers to be announced

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CRISIS MANAGEMENT TRACK

15:20 – 16:10	NETWORKING BREAK Exhibition Area
16:10 – 17:30	Session 6 – Learning From Crises: Turning Events and Exercises into Organizational Change How can we effectively turn “lessons-learned” from incidents or exercises to “learnings applied” for tangible improvement? This session will explore methods for structured after-action reviews, capturing lessons, and integrating them into SMS, training, and procedures. It will also look at how to track ERP and Crisis Management performance over time and the benefits of reporting them at governance forums. <ul style="list-style-type: none">• Speakers to be announced
17:30	CLOSE OF DAY 2
18:30	Networking Dinner sponsored by Turkish Airlines



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Crisis Management - Day 3, Thursday 08 October

CRISIS MANAGEMENT TRACK

09:00 – 10:20	<p>Session 7 – Crisis Communication and the Social Contract with the Public</p> <p>This session focuses on human-centered communication with families, employees, media, and the public during crisis situations. It will explore how to communicate with clarity, empathy, and credibility in high-pressure environments.</p> <p>Participants will examine best practices and challenges in crisis communication during major disruptions and accident scenarios.</p> <ul style="list-style-type: none">• Speakers to be announced
10:20 – 11:10	<p>Networking Break Exhibition Area</p>
11:10 – 12:30	<p>Session 8 – Aligning ERP and Business Continuity – the human perspective</p> <p>Airlines operate in a highly dynamic environment, where disruptions - from weather events to operational incidents - can rapidly expose vulnerabilities. When care teams deploy to an incident site and leadership steps into the crisis room, who fills the operational gaps left behind? What if a second crisis hits at the exact same time?</p> <p>Through the lens of WSOC's overarching theme, this session will explore how Emergency Response, Crisis Management and Business Continuity connect during high-consequence events: where do the gaps typically appear, and which practices best support resilience.</p> <ul style="list-style-type: none">• Speakers to be announced
12:30 – 14:00	<p>LUNCH BREAK Exhibition Area</p>
14:00 – 16:00	<p>Joint Closing Plenary</p>

IATA WORLD SAFETY & OPERATIONS CONFERENCE

Workshops & Forums

Monday 05th October

09:00 – 17:00 **Safety Workshop**

Details to be announced soon.

**** 100 seats available**

09:00 – 17:00 **IOSA & Quality Management Workshop**

Details to be announced soon.

**** 100 seats available / Airlines will be prioritized**

09:30 – 17:00 **Cabin Workshop**

This interactive workshop, facilitated by members of the IATA Cabin Operations Safety Task Force, will share best practices in Safety Policy and Objectives, Risk Management, Safety Assurance and Safety Promotion, from a Cabin perspective. Participants will discuss and share experiences and strengthen their knowledge and understanding in all aspects of Safety Management within the Cabin Domain.

- **Jonathan Jasper, Senior Manager Cabin Safety, IATA**
- **All members of the IATA Cabin Operations Safety Task Force**

**** 50 seats available**

09:30 – 12:00 **CBTA Program Approval and Authorization Workshop**

Successful implementation of CBTA begins with effective regulatory acceptance and authorization. This interactive workshop brings together regulators, inspectors, and industry representatives to explore practical approaches to program approval, oversight, and compliance. Participants will discuss lessons learned, implementation challenges, and best practices that support a successful transition to competency-based systems while ensuring safety and regulatory confidence.

- **Paulo Pexioto, Senior Manager CBTA Center of Excellence, IATA**

**** 50 seats available**

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09:00 – 12:30 **Airspace Efficiency & Resilience (This might be turned into a meeting roundtable on airspace management and traffic flow between EUR and MID)**

Increasing operational complexity, driven by geopolitical disruptions, weather, and the integration of emerging users such as space operations, is placing growing pressure on airspace efficiency and resilience. This workshop will explore how the aviation system can optimize airspace use through improved coordination, flexible airspace management, and data-driven decision-making, while ensuring it can effectively respond to disruptions. Participants will examine how enhanced predictability, information sharing, and cross-border collaboration can help mitigate disruptions and maintain operational continuity. The session will provide practical insights into balancing performance, capacity, and resilience in a rapidly evolving airspace environment.

- **Lindi-Lee Kirkman, Regional Head ATM-CNS AME, IATA**

*** 30 seats available*

09:00 – 12:00 **MET Workshop**

Details to be announced soon.

*** 30 seats available*

14:00 – 16:30 **Train-the-Trainer Workshop: Delivering Competency-Based Training**

Competency-based training is only as effective as the instructors who deliver it. This highly interactive workshop provides the instructors' trainers with practical techniques to facilitate learning, assess instructors' competencies, and provide meaningful feedback in a CBTA environment. Through discussions, exercises, and real-world scenarios, participants will strengthen their instructional skills and gain valuable tools to enhance training effectiveness and learner engagement.

- **Andres Ospina, Senior Manager Pilot Training & Licensing, IATA**

*** 50 seats available*

14:00 – 17:30 **New entrants and airspace management**

The rapid growth of new entrants, including drones, advanced air mobility, and space operations, is reshaping the airspace environment and placing increasing pressure on airline operations, particularly in terms of predictability, efficiency, and continuity. This workshop will explore how airspace management frameworks, roles, and responsibilities need to evolve to safely integrate these users while minimizing impacts on commercial aviation. Participants will examine implications for coordination, information sharing, and system interoperability, as well as the need for scalable and performance-based approaches. The session will provide practical insights into enabling safe and efficient integration of new entrants while ensuring predictability, equitable access to airspace, and minimizing disruptions to legacy air traffic.

- **Cherif Ka, Senior Manager ATM Innovation, IATA**

** 30 seats available*

IATA WORLD SAFETY & OPERATIONS CONFERENCE

14:00 – 16:00 **Advancing Safety Insights with GADM: Latest FDX & IDX Innovations**

This GADM (Global Aviation Data Management) workshop at the WSOC will showcase the latest advancements in Flight Data Exchange (FDX) and Incident Data Exchange (IDX), with a focus on enhancing safety intelligence and operational performance across the industry. Participants will gain insights into newly delivered features and ongoing developments designed to strengthen data-driven decision-making.

Key highlights include the introduction of the Airport Dashboard, offering improved visibility into airport-specific safety trends, and the Unstable Approach Evaluation capability, enabling more precise monitoring and analysis of approach risks. The session will also cover the implementation of the new IATA Incident Taxonomy, supporting greater standardization, data quality, and comparability of safety events.

This interactive workshop will provide an opportunity to explore how these innovations can be leveraged within your organization, share feedback, and align on future priorities for GADM, FDX, and IDX evolution. You do not need to be a member of the GADM programs to attend.

**** 30 seats available**

FORUMS

09:00 – 17:00 **Emergency Response Planning Forum (ERP Forum)**

Developed and facilitated by the members of the IATA Emergency Response Task Force (ERPTF), the annual IATA ERP Forum (ERPTF) brings together senior emergency response experts from airlines, airports, and IATA Strategic Partners to discuss the evolving ERP landscape. It provides a platform for the exchange of knowledge and experience, including case studies from recent activations, contributing to the enhancement of emergency response worldwide. The ERP Forum is held under the Chatham House Rule.

[ERP Forum 2025 report](#)

**** 80 seats available / One seat per airline is guaranteed; additional airline staff and other ERP personnel may register but are waitlisted, with airlines prioritized.**

08:30 – 17:30 **Fuel Efficiency Forum**

Details to be announced soon.

**** 50 seats available**

08:30 – 17:30 **IATA Turbulence Aware Forum**

Details to be announced soon.

**** 100 seats available**

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