

IATA CABIN OPS SAFETY CONFERENCE

Lisbon, Portugal
14-16 June 2022

PROGRAM



IATA CABIN OPS SAFETY CONFERENCE

Day 1 - Tuesday, 14th June

- 09h00 – 09h10** **Welcome Address**
Orientation and welcome to the COSC event, highlighting the key networking features and learning opportunities
[- Jonathan Jasper, Senior Manager Cabin Safety, IATA](#)
- 09h10 – 09h20** **Welcome from our Host and Principal Sponsor**
Welcome to Lisbon from our principal sponsor TAP Portugal
- 09h20 – 10h15** **IATA Cabin Safety and other related activities**
An insight into the activities of IATA Cabin Safety and Cabin Operations over the last two years, and issues being addressed as we move forward from the pandemic.
[- Jonathan Jasper, Senior Manager Cabin Safety, IATA](#)
- 10h15 – 10h45** **NETWORKING BREAK**
- 10h45 – 11h15** **ICAO Cabin Safety**
An update on the activities of the ICAO Cabin Safety Group including recent publications and ongoing workplan.
- Martin Maurino, Technical Officer, Global Aviation Safety, ICAO - TBC
- 11h15 – 11h45** **IATA's Advocacy for Accessibility**
An insight into the challenges of improving and maintaining accessibility for all, within the heavily regulated arena of cabin operations.
[- Linda Ristagno, Assistant Director External Affairs, IATA](#)
- 11h45 – 12h30** **Unruly Passenger campaign - EASA**
In response to the noted increase of unruly passenger incidents throughout the pandemic, EASA, with the help of cabin crew, airlines and human factors specialists, embarked on a campaign to help airlines to educate passengers before they travel.
[- John Franklin MBE, Head of Safety Promotion, EASA](#)
[- Kris Major, European Transport Workers Federation, UNITE the union.](#)
- Meghan Doyle, Inflight Safety, Security, Regulatory and Compliance Mgr, Ryanair
- 12h30 – 14h00** **NETWORKING LUNCH**
Location



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Day 1 - Tuesday, 14th June

- 14h00 – 15h00** **Pátio Lisboa - Table discussions - Session 1**
3 x 20-minute sessions
Quickfire discussions on Cabin Safety's hottest topics
- 15h00 – 15h30** **NETWORKING BREAK**
- 15h30 – 17h00** **Pátio Lisboa - Table discussions - Session 2**
3 x 20-minute sessions
Quickfire discussions on Cabin Safety's hottest topics
Followed by a debrief
- 17h00 – 18h30** **NETWORKING WELCOME RECEPTION**



IATA CABIN OPS SAFETY CONFERENCE

Day 2 - Wednesday, 15th June

09:00-12:30	Turbulence	Cabin crew wellbeing	Safety Management
12:30-14:00	Networking Lunch	Networking Lunch	Networking Lunch
14:00-17:00	Turbulence	Cabin crew wellbeing	Safety Management

Turbulence

Turbulence remains one of the biggest causes of injury in the cabin and is regularly featured on the radar of many Safety Professionals. This workshop looks at communication methods, procedures, and initiatives used by airlines to ensure that cabin crew are informed, prepared and able to play their part in preventing injury.

Cabin Crew Well Being

The challenges of operations while we transition from pandemic to endemic continue to affect cabin crew around the world to varying degrees. This workshop looks at what can be done to support cabin crew as we recover and grow, and what issues might need careful handling in order to ensure that safety is not affected.

Safety Management

The International Civil Aviation Organization has recently published DOC 10158, Manual on Safety Management in Cabin Operations, which is aimed at giving regulators the information they need to oversee airlines and their Safety Management processes. Join this workshop to talk with other airlines and see how they are implementing Safety Management effectively, aligning with best practices

7:00 PM

Networking Reception – Sponsored by TAP Air Portugal

Location: Quinta da Pimenteira, Lisbon

Pick up at hotel Epic Sana Lisboa – 630PM

Dress code: Smart Casual. Bring your delegate badges.

Directions: Quinta da Pimenteira - Google Maps

First bus back- 1030PM



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Day 3 - Thursday, 16th June

09h00 – 09h30

Human Trafficking

The fight against human trafficking continues. What new issues have arisen as a result of the pandemic and how do we need to adapt for the future as we emerge from the crisis.

- [Emily Manduku, Flight Operations Inspector, Kenya Civil Aviation Authority](#)

09h30 – 10h00

Crew engagement

Cabin crew wellbeing and mental health is one of the new issues identified during a turbulent two years in aviation. How can we demonstrate that we are listening to and responding to concerns raised by our cabin crew?

- [Andrew Judge, Head of cabin services, X-Fly](#)

10h00 – 10h30

Cabin Crew Quick Reference Handbook (QRH)

Cabin crew practical manuals are a condensed version of the operations manual, providing checklists and information to help cabin crew in their daily safety related tasks. As there is no standard recommendation on a required format, this presentation looks at some of the methods used to comply with this IATA Operational Safety Audit standard.

- Julia Arnds, Flight Safety Cabin Specialist, Lufthansa

10h30 – 11h00

NETWORKING BREAK

11h00 – 11h30

Cabin Design

Innovative cabin design is welcomed as it allows us to transform the passenger and crew experience. However, innovation must also be safe and accessible and comply with certification standards. What needs to be addressed in order to evolve cabin innovation?

- [Edwin Fernandez, Manager Inflight Service, Cabin Safety, Analysis & Technology, Delta Air Lines.](#)

11h30 – 12h00

Disabled Lavatory design

Airlines are taking the issue of accessibility seriously but there are a variety of differing and sometimes conflicting regulations to navigate. This presentation looks into some of these challenges and seeks to bring them up to date to help airlines and cabin crew to improve accessibility onboard.

- [Antti Suopajarvi, Accessible Air Travel Specialist](#)



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Day 3 - Thursday, 16th June

12h00 – 12h30

Line Operations Safety Audit introduction

It is rare to find an airline which has adapted LOSA program from flight operations into cabin operations. This presentation from GOL Linhas Aereas on their introduction of LOSA CAB program will give practical examples for implementation,

- Renata Borges, Cabin Crew Strategic Management Cabin Standards Analyst, GOL
- Danilo Mirabetti, Cabin Safety Analyst – GOL

12h30 – 14h00

NETWORKING LUNCH

14h00 – 14h30

Supporting airlines and cabin crew through the crisis

MedAire partners with the commercial aviation industry to keep passengers and crew safe while travelling in the air or on duty. Hear from Medaire on their activities during the pandemic and how they aim to continue supporting crew health and wellbeing as we recover.

[Richard Gomez, Vice President Product Development and Management, Medaire](#)

14h30 – 15h15

Airlines 4 America (A4A) Panel discussion

Cabin Ops Collaborative Response to Covid-19 and how we are better prepared to handle the next Global Crisis or Pandemic and how to navigate the aviation industry post pandemic.

[- Led by Cari Smith Allen, Manager Cabin Safety Alaska Airlines & A4A Chair](#)

15h15 – 15h45

NETWORKING BREAK

15h45 – 16h30

Cabin Operations Safety Task Force (COSTF) Panel discussion

This team of experts from around the world meet regularly to identify solutions and best practices to help the industry maintain safe operations and are the eyes and ears of IATA in the operational environment. This panel discussion is aimed to provide delegates the opportunity to engage and ask questions on what we can do to safely restore the business of freedom.

- [Led by Anabel Brough, Safety Manager Cabin, Emirates Airline & COSTF Chair](#)
- [Carlos Dias, Cabin Safety Officer TAP Portugal & COSTF Vice Chair](#)

16h30 – 16h45

Close of COSC 2022

Summary and closing remarks from the COSC 2022

[- Jonathan Jasper, Senior Manager Cabin Safety, IATA](#)

