IATA AIRPORT SOLUTIONS

CONSULTING ▪ INTELLIGENCE ▪ PUBLICATIONS ▪ WORK GROUPS ▪ TRAINING

With over 70 years in the business, nobody understands airports better than IATA. To better serve this critical industry linchpin, we've combined five essential services for airports: IATA Airport Solutions.

IATA AIRPORT SOLUTIONS

SMART SOLUTIONS, BETTER BUSINESS

Where others see problems, we see solutions. When others say it can't be done, we make it happen.

IATA's continuous close engagement with the commercial airline community at the global, regional and local levels provides IATA with the extraordinary strategic insight needed to provide effective airport solutions. With the combined know-how and experience of our Consulting, Business Intelligence, Publications and Training units, we'll find the answers you're looking for.

Contact us at **www.iata.org/airport-solutions**

IATA Consulting

Smart solutions, expert advice

IATA Consulting has the depth of expertise necessary to provide real solutions to today's complex airport issues. With our privileged access to strategic planning, market data, trends and practices, we'll help deliver your project's ROI – guaranteed! Realize your growth ambitions and gain a competitive advantage. Let us show you how.
www.iata.org/consulting

Air Service Development
IATA Consulting provides proven guidance to develop route networks at airports around the globe. We have the expertise and industry contacts to help your airport identify gaps, reduce leakage, and build new air links to high-potential markets. Our studies are based on evidence, analytical modeling and powerful databases and tools such as AirportIS and SRS Analyser.

CEIV Pharma
Transporting and handling pharmaceuticals present both challenges and opportunities for all cold chain industry participants. IATA's CEIV Pharma program aims to implement a globally consistent and recognized standard which ensures that facilities, equipment, operations and staff comply with all applicable standards, regulations and guidelines expected from pharmaceutical manufacturers. Through the sharing of best practices, expertise and collaboration amongst the air cargo supply chain, our goal is to make transportation of pharmaceuticals reliable because patient safety is our collaborative responsibility.

Development Studies
In order to avoid potentially costly mistakes, get the expert guidance you need to ensure that your future infrastructure development is realistic, cost-effective and meeting its requirements. IATA Consulting has the specialized tools and extensive experience to prepare or review master plans as well as to provide comprehensive and robust airport capacity studies for the optimal development of new or existing airports.

Ground Handling and Cargo
IATA Consulting has years of experience creating efficient, smooth and safe cargo and ground operations. We will help you optimize ramp safety and cargo security, improve cargo terminal throughput and design, assist with tender management for new ground handlers, limit your risk exposure with dangerous goods, enhance resource utilization and give employees the training they need. Our tailor-made solutions can benefit the entire supply chain.

Security
As threats to aviation become increasingly sophisticated, many governments, international agencies and independent aviation stakeholders are striving to enhance and develop aviation security capabilities, both at home and abroad. With a proven track record of delivery, we are a highly trusted and reliable partner which consistently delivers quality guidance, training and capacity development around the world. We are able to effectively work with any entity wishing to explore, design, manage, trial or deliver aviation security capacity development programs and projects – or those wishing to better review, evaluate, understand, record and track their Residual Risks via a Threat and Risk Audit Matrix (TRAM).

Terminal Optimization
Are your terminal facilities operating at an efficient level, meeting airlines' expectations, and providing a good service to your passengers? Using IATA's new Level of Service (LoS) Concept, you can get useful recommendations and practical guidance on how to improve terminal operations and development. With our help you will be able to determine the best possible solutions to further optimize the provided LoS for your whole airport community.

Traffic Studies
IATA Consulting provides the industry with state-of-the-art forecasts of passenger and cargo traffic, typically 25 to 30 years into the future. We have unique access to detailed information from airlines and leading-edge business intelligence databases. Our forecasts can be used by airport authorities, investors and governments with the confidence of airline industry backing.

Transaction Advisory Services
Given their size and complexity, airport transactions require special care. IATA Consulting has the tools and expertise to perform airport transaction due diligence for governments, vendors, buyers and financial institutions. Working on your behalf, we carry out an in-depth review of the airport and evaluate all risks to the transaction, the capacity of the airport to meet its financial obligations as well as its potential as a long-term investment.

How can we help you?
Contact **consulting@iata.org** to find out.

IATA Business Intelligence

Smart solutions, better intelligence

Good decisions are founded on good business intelligence. Understanding your competitors, your customers and the market landscape is very powerful.

AirportIS
Fact: AirportIS is the most powerful market intelligence and analysis tool for airports available today – bar none. Capturing 100% of worldwide traffic based on issued tickets, AirportIS delivers accurate and reliable traffic data and timely schedule information for all airlines, including low-cost carriers. And, unique to AirportIS, we've included powerful data for air cargo. Combining total market supply and demand in a single user-friendly platform, AirportIS gives you a better perspective of airline activity across geographic regions and distribution channels. AirportIS drives growth by providing fresh insights to support strategic business decisions such as the opening of new routes or adjusting capacity on existing ones.

NEW AirportIS offers now an even superior quality data-feed powered by Direct Data Solutions (DDS).
www.iata.org/airportis

Aviation Charges Intelligence Center (ACIC)
Formerly the Airport, ATC and Fuel Charges Monitor (AAFCM), this online database, covering over 50 aeronautical charge types from more than 670 airports, ATC charges for 200+ countries and jet fuel charges for 400+ airports, has been completely redeveloped from scratch to now include four major enhancing tools: calculation, simulation, benchmarking and a data feed.
www.iata.org/acic

IATA Publications

Smart solutions, trusted source

IATA is your trusted source for airport information and regulations. We have a strong repository of reference products covering every aspect of airport operations.

Airport Handling Manual (AHM)

Your definitive source for the latest industry-approved policies, standards and safety guidelines covering all facets of safe and efficient airport operations.
www.iata.org/ahm

IATA Ground Operations Manual (IGOM)

The core instruction manual for all ground operations, providing standard operating procedures for frontline personnel.
www.iata.org/igom

Airport Development Reference Manual (ADRM)

Long considered the gold standard for airports planning world-class infrastructure, the 10th Edition ADRM has been entirely revamped. It is published jointly with Airports Council International (ACI) and in close collaboration with world-renowned industry specialists.
www.iata.org/adrm

Baggage Reference Manual (BRM)

Designed to provide insight into the key features of baggage operations, the BRM presents potential issues that might occur along a generic baggage chain and ways to overcome them.
www.iata.org/brm

Related reference documents:
- Baggage Identification Chart: www.iata.org/bagid
- Quick Reference Guide on Marshalling Signals: www.iata.org/marshalling-signals

Unit Load Devices Regulations (ULDR)

A comprehensive reference for airports, this manual contains technical/operational specifications and regulatory/airline requirements applicable to ULD operations.
www.iata.org/uldr

New in 2017 IATA Cargo Handling Manual (ICHM)

The ICHM is a complete set of standards for everyone involved in cargo operations. The manual helps airlines and cargo handlers to operate more effectively together, to improve efficiency and safety in air cargo operations. When you promote use of the ICHM at your airport, you lay the foundation to enhance customer service by supporting your airline customers and cargo handling partners in simplifying a complex system.
www.iata.org/chm

IATA Guide to Facilitation

A must-have resource for airport supervisory staff responding to facilitation-related issues at the local level. IATA's Guide to Facilitation has all the vital information on facilitation processes and policies you can't afford to be without.
www.iata.org/facilitation-guide

Security Manual

An indispensable tool for all airport security professionals. Stay on top of the latest security information with essential guidance on both current and emerging issues.
www.iata.org/security-manual

IATA Work Groups

Smart solutions, better consultation

IATA is committed to delivering innovation and value to meet the needs of a fast-paced industry. We have established more than 100 work groups and committees covering almost all aspects of aviation. Airport professionals can contribute their knowledge and enthusiasm to more than 45 task forces to help move industry projects forward. As a member, you will become an influential key player in your field of expertise and bring new solutions to the challenges faced by airports today.

Here are a few work groups you could join, subject to availability:

IATA Ground Operations Manual (IGOM) Task Force

- Focuses on the global standardization of ground handling processes
- Reviews and develops procedures for frontline personnel as published in the IGOM
- Interacts with other related work groups to ensure that the IGOM and the Airport Handling Manual (AHM) are aligned, relevant and up-to-date in all respects

www.iata.org/igom-tf

IATA Cargo Handling Consultative Council (ICHC)

- Brings together airlines and ground handling agents to develop best-practices and standards to address all aspect of cargo acceptance and handling
- Reviews, improves and develops cargo operations processes and procedures for the AHM and IGOM

www.iata.org/ichc

Airport Consultative Committees (ACC)

- Facilitates constructive engagement between key business partners and stakeholders for the planning, delivery and cost-effectiveness of new airport developments, airport infrastructure expansion projects and enhancements to the traveler's airport experience

www.iata.org/airport-ops

To consult the complete list of work groups, please visit www.iata.org/workgroups

IATA Training

Smart solutions, professional training

The IATA Training has an unparalleled track-record in helping thousands of airport professionals stay at the top of their game. We offer the industry's most dynamic and innovative training solutions for every aspect of airport management, planning and operations, including ground ops, team management and business planning.

Our fundamental aim is to help students achieve their personal and professional goals. We offer quality training solutions in a myriad of formats and venues to respond to the diverse learning needs of the industry.

Airport Management & Planning Courses

- Airport Development & Infrastructure Design
- Airport Marketing and Corporate Communication
- Airport Master Planning
- Airport Privatization and Transfer of Ownership
- Airport Route Development & Commercial Management
- Airport Strategic Management with Business Simulation
- Airport Terminal Planning and Design
- Baggage Handling Services and Systems
- Business Development for Cargo Airports
- Crisis Communications & Media Response

Learn more at **www.iata.org/apt**

Airport Operations Courses

- Advanced Airport Operations
- Airport Customer Services
- Emergency Planning & Response for Airports and GSPs
- Management of Aviation Facilitation

Ground Ops Management/Business Courses

- Business Aviation & FBO Ground Services
- SGHA-SLA & Effective Negotiations Behavior
- Station/Ground Handling Management

Ground Operations Courses

- Aircraft De-icing Operations Management
- Aircraft Turnaround Coordination & Loading Supervision
- Aircraft Weight and Balance
- Airport Services - Passenger Handling
- **NEW** Baggage Claims & Proration
- Human Factors in Ground Operations
- Passenger Assessment & Travel Document Check
- Ramp Marshalling and Hand Signals

Learn more at **www.iata.org/groundops**

How can we help you?
Contact **training.airport@iata.org** to find out.

RAMPVR™

RAMPVR™ is the latest "plug-and-play" virtual reality training solution for ground operations. It combines high-spec virtual reality hardware and software with IATA training for ground operations professionals. RAMPVR™ complies fully with the standards of the **Airport Handling Manual** and the **IATA Ground Operations Manual.**

Learn more at **www.iata.org/rampvr**