Welcome Address
Nick Careen, SVP OSS, IATA

Foundations of Cargo Expertise Then and Now – Introductory Topics in the Logistics Industry
Vivien Lau, Chief Executive, Jardine Aviation Services Group

Workplace Evolution: Tailoring the Work Environment to New Generation Workforce Preferences
Guillaume Crozier, SVP Global Cargo Strategy, dnata

Boosting the Appeal of Less Exciting Jobs: Strategies for Increased Attractiveness and Engagement
Beau Paine, Global Head of Cargo & SVP Cargo OSEA, Menzies Aviation

Networking Break

Panel discussion: “The future of air cargo: why young talent should consider cargo as a career”
Moderator:
Hira Tahseen, Cargo Manager, Heathrow Airport
Panelists:
Ada Lizcano Caballero, Chief of Staff to COO & CCEO, Avianca
Chloe Deng, Director, Government Relations, Public Affairs, Cainiao
Frosti Lau, Regional General Manager- Southwest Pacific, Cathay Pacific

Workshop: How to bridge the generational gap by fostering two-way learning
Ilan Biton, CEO, Enabling Insight

Closing Remarks
Ildiko Marcze, Megha Palkar, Maria Jitomirski, IATA FACE Team