

IGHC 2019

IATA GROUND HANDLING CONFERENCE

MADRID, SPAIN | 26-29 MAY



Introduction - Culture, Culture, Culture....



- To little, to much or just enough “cultures”?
- Understanding how similar and interdependent they are
- They all are about one thing...



**Corporate
Culture**

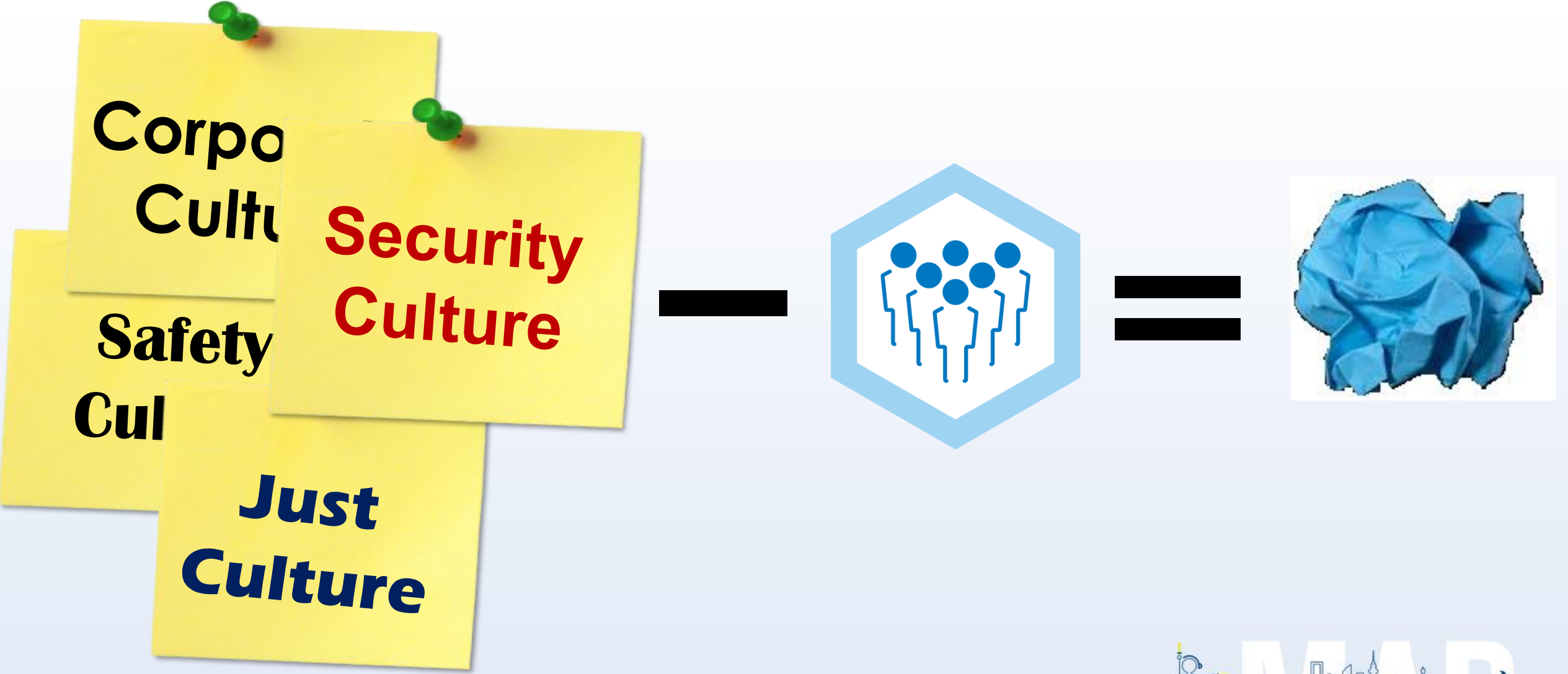
**Safety
Culture**

**Security
Culture**

**Just
Culture**



So what is the issue.....



We knew we had an issue, so.....?



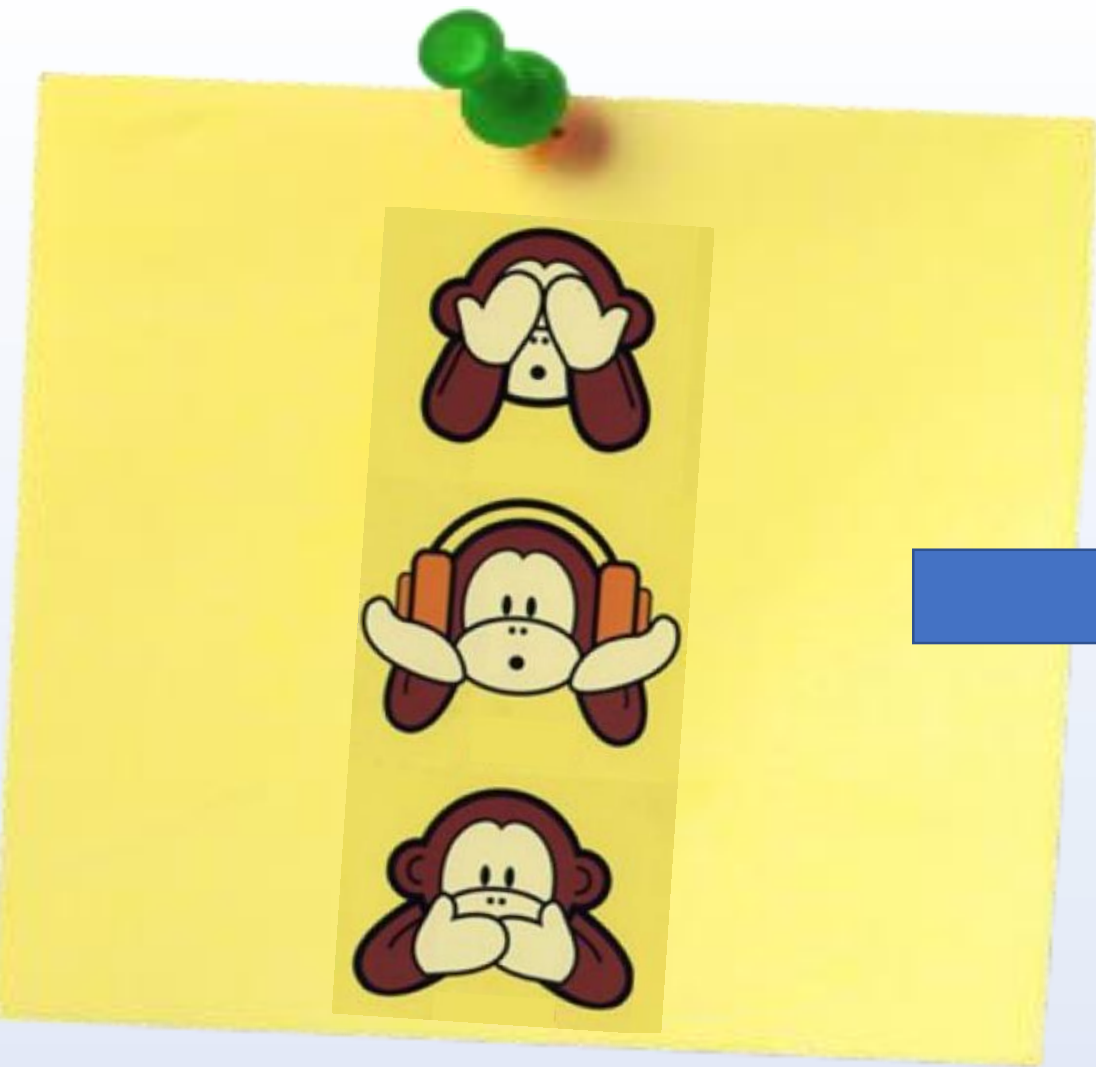
Have we liked answers.....?

- Reflection of real **Commitment**
- It is an **Attitude**, what people believe about the importance of security
- It is an **Attribute**, how people perceive their involvement in security

How people behave when no one is watching!



Now...What we need to do?



Security Culture - SeMS Experience

Tomasz Kozakowski, Security Manager, LOT Polish Airlines

Yannick Lachapelle, Senior Regional Security Manager, EMEA, India, Latin America and the Caribbean, United Airlines

David Lenot, Airport Practice Leader, Genetec

Bernard Tourneur, WFS Director, Health, Safety, Security & Environment (HSSE) Programmes, Worldwide Flight Services

Moderator: Michael Woodall, Assistant Director - Security Consulting, IATA

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Panelists' presentations followed by discussion

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