

IGHC 2019 Sessions Summary

Monday, 27 May 2019

Plenary Sessions

Welcome Address: Luis Gallego Martin – CEO IB

Many challenges in the current environment for both airlines and ground handlers. Iberia is looking to the future *with "GO UP"* – a series of transformational activities across all areas of Iberia and Iberia Airport Services.

Welcome Address: Javier Marin – MD Airports AENA

AENA have established quality standards for third-party ground handlers at their airports. Demands on quality and efficiency require innovation in ground handling activities.

Welcome Address: Nick Careen – SVP APCS IATA

Change needed in ramp operations to meet future challenges. Key areas for focus are safety, global standards and innovation

Ramp of the Future

For changes in ramp work, broadening perspective level/scope of examination allows recognition of linkages and synergies. For automation of ramp activities, transport process is an easier task than handling process. Key elements of future ramp activities is to have it autonomous, connected and optimized.

IGHC Innovator Competition 2019

Out of 20 entries, three finalists were named by the six-member selection panel. Presentations were made by

- Swissport International for Liftsuit
- iboardings.com for Lost and Found Tracker
- Atollogy, Inc for Jet Bridge Monitoring

Workshop Sessions

Ramp of the Future: Hands-on Session

Expanding on the themes outlined in the opening session on Ramp of the Future, topics covered included the digital turn around, how quality data can predict delay, using augmented reality for pallet build-up, load control digitalization and tangible benefits of improved data quality.

Sustainable Ramp

The Air Transport Action Group outlined the industry's sustainability challenge: to continue to serve the world through connectivity whilst also responding to political and public pressure to reduce climate change impact and other effects. Panelists from Schiphol Airport, Swissport, Iberia, Mulag and Smart Airport System discussed the new technology and practices in low-emissions ramp operations as well as the prospects for collaboration across the airport system and employee engagement to facilitate best sustainability practices. More collaboration is needed in this space and it is everyone's responsibility to drive improvements. This was followed by a discussion with DHL and IATA as to how ground handlers can assist in two other areas of sustainability: coordinated response to disaster relief; and working to reduce illegal wildlife trafficking which exploits the air transport system.

Making the Ground Operations Industry Attractive for our Employees

The discussion will focused on challenges in recruitment, skills, training needs and employee retention in airport and ground operations

The Future of the Passenger Process

The topics covered included biometrics, self-service and baggage processes with several key conclusions on the topic. A seamless, end-to-end process for passengers is needed. There is no "one size fits all" process for airports but adaptation is needed for each. Future passenger processes will allow the industry to be more predictive and adaptive rather than reactive as it is today. Employees of airlines and ground handlers will have the opportunity to be better at their jobs with more empowerment and customer service orientation. Collaboration among stakeholders is the key to make it happen.

Tuesday, 28 May 2019

Plenary Session

Keynote - Regulators, Airlines, Ground Service Providers and Airports – a Potent Mix for Success

Patrick Ky, Executive Director, EASA provided his views on the ground operations area from a regulatory perspective.

Auditing - Overhauling ISAGO has been a Game-Changer

With the first year of the new model for ISAGO completed, a similar number of audits were conducted but a higher level of interest in audits was seen. Average findings per audit have increased from 2 to 3 per audit to around 20, likely due to the use of professional auditors employed and trained by IATA in place of airline-provided auditor as well as the shift in focus to management and oversight at corporate level. A new ISAGO graphical interface has been implemented, improving visibility of locations and ground handlers in the program.

Expediting the Air Cargo Ground Experience

Cargo shipments continue to average 6 days transit time. Improvements needed in communication, information and new technology are needed.

Workshop Sessions

Identifying, Creating and Presenting Meaningful Safety Performance Indicators

Definitions and processes to create safety objectives, safety performance indicators (SPI) and targets were presented through interactive exercises. Also covered were ideas on management and use of SPIs. Takeaways included the key benefits of using SPIs and importance of data sharing across the industry.

Driving Competitive Advantage through RFID in Baggage

RFID is a priority to improve baggage handling operations. Two live examples were shown showing feasibility and effectiveness. RFID is a mature technology, the deployment cost is reduced compared with barcode technology, it is scalable and gives a rich and accurate amount of data to exchange, providing benefits to all involved. Collaboration is needed to implement RFID successfully. Implementing RFID will ensure number of mishandled bags are reduced despite the growing number of passengers

Facilitate Dangerous Goods Acceptance with DG AutoCheck

The discussion will focused on challenges in recruitment, skills, training needs and employee retention in airport and ground operations

Cargo Handling Manual Implementation

With the large number of handlers and airports, the risk of deviation is high. Review of individual airline Cargo Handling Manuals found out that 90% can be standardized. The IATA Cargo Handling Manual is the standard for cargo handling activities and will raise globally the quality and efficiency of cargo operations. Participants received knowledge and tools to make their own gap analysis, raise the level of their operations and receive validation of their capacities.

Security Culture - SeMS Experience

Security culture and Security Management System (SeMS) protecting business and corporate commitment is of critical value. There are many things the industry has been already doing that are SeMS, without calling them this. Many entities are closer to the ideal than they think they are. Any actions to enhance security posture should be done keeping in mind individual employee's engagement.

Standard Agreements & SLAs

Experts provided an update on changes to the Standard Ground Handling Agreement along with guidance material, ticketing agreements and a new contract for sub-contracted services. Service Level Agreement changes were highlighted including Safety Performance Indicators. Progress was reported on work to update the Catering Agreement,

Catch the TRAM - Threat and Risk Audit Matrix

We all do risk assessments every day, all the time; security is no different. Recognizing threat areas, vulnerabilities, consequences as well as existing mitigations will lead to residual risk which could be accepted or mitigated depending on the risk appetite of every entity. The methodology used is not as important as long as a register exists and actions are documented.

IATA Product Workshops

Presentations on IATA Products for ground operations activities:

- Facilitate Dangerous Goods Acceptance with DG AutoCheck
- Center of Excellence Training Validation
- Financial Back Office Process Standardization: a Win-Win for the Industry
- Using Virtual Reality in Ground Operation Training
- CEIV - Transforming the Handling and Transport of Special Cargo
- IATA Manuals on Hand-held Devices

Wednesday, 29 May 2019

Plenary Closing Session

2019 IGHC Innovator competition

The winning entry as voted by the IGHC participants was Swissport International for Liftsuit. The trophy was accepted by Florian Eggenschwiler. The two finalists were presented with certificates reflecting their status: Jose Luis Cámara Palacios from lboardings.com for Lost and Found Tracker and Rob Schoenthaler from Atollogy, Inc for Jet Bridge Monitoring

NEXTT Innovation Bootcamp Outcomes

In parallel with the IGHC, an Innovation Bootcamp was held for NEXTT, a joint IATA/ACI effort exploring concepts for future airports. Five teams worked for four days on three challenge statements. Following a vote of all the bootcamp participants, three teams were chosen to pitch their ideas to the IGHC: Cargo Facility Design – OneAirCargo, Aircraft Turnaround – The Conscious Ramp and Aircraft Stand Design – Revamp the Ramp.

Major Growth in Aviation Expected in Ground Operations

Conor Wilcock from B2B International shared key conclusions of a recent IATA survey focused on people challenges for ground operations including challenges in recruitment, retention and training. The potential impact of innovation and technology to address these was reviewed.

Fully Ramped Up for the Future - Executive Focus Points for Ground Operations

Four participants in the Ground Operations Executive Summit provided their key conclusions from their session on Tuesday during the IGHC. Carlos Cardiga (Fraport), Alexandra Huzuneanu (Romanian Airport Services), Igor Ivlieve (Aeroflot) and Mervyn Walker (Menzies Aviation) shared the most significant takeaways from their discussions.

IGHC 2020

Joseph Suidan, Head of Ground Operations, IATA, announced that the next IGHC would be held in Mexico City in May 2020.