

# IATA GROUND HANDLING CONFERENCE

Prague, Czech Republic | 16-18 Nov, 2021

HYBRID  
EVENT

# PROGRAM



Recover. Reconnect. Rebuild.

| TIME  | SESSION  |
|---|--|
| 09:00 – 17:00   | BizZone & Exhibition (AM)  |
| <b>Welcome Back Industry Leaders</b>  |  |
| 09:00-09:15   | <b>Welcome to Prague</b><br><b>Joseph Suidan</b> , Head Ground Operations, IATA  |
| 09:15-09:30   | <b>Local Address from the Czech Republic</b><br><b>Jan Sechter</b> , Deputy Minister, Ministry of Transport  |
| 09:30-09:45   | <b>The Numbers Game</b><br>As the industry emerges from the crisis, we will take a deep dive into the financial state of the industry and examine what is required for future airport capacity needs.<br><br><b>Rafael Schwartzman</b> , Regional Vice President Europe, IATA  |
| 09:45-10:30   | <b>The Passengers Have Spoken; Is the Ground Handling Community Ready?</b><br>During this interactive session you will hear what passengers who have travelled in the time of COVID think and what their expectations for the future are. Hear first-hand, the results from the annual IATA global passenger survey and what their views, preferences mean to the ground handling community.<br><br><b>Moderators:</b><br><b>Nick Careen</b> , Senior Vice President, Operations, Safety and Security, IATA<br><b>Katherine Kaczynska</b> , Assistant Director Corporate Communication, IATA<br><br><b>Brian Bartal</b> , Senior Vice-President Safety and Compliance, Unifi<br><b>Panos Nicolaidis</b> , Chief Ground Operations Officer, Aegean Airlines   |
| 10:30-11:00   | <b>NETWORKING BREAK</b>  |
| <b>Recover. Reconnect. Rebuild<br/>COVID and Beyond: Challenges and Opportunities</b> |  |
| 11:00-11:30   | <b>Fireside Chat: Recover. Reconnect. Rebuild</b><br>This fireside chat with industry leaders will look at the past 18 months and share their thoughts and views on : <ul style="list-style-type: none"> <li>• Lessons learned.</li> <li>• Skills and labor shortage.</li> <li>• Government recognition of vaccines.</li> <li>• Cancellation of flights.</li> <li>• Airport charges.</li> </ul> <b>Moderator:</b><br><b>Monika Mejstrikova</b> , Director Ground Operations, IATA<br><b>Joseph, Suidan</b> , Head Ground Operations, IATA<br><br><b>Jiri Pos</b> , Chairman of the Board of Directors, Prague Airport<br><b>Atilla Korkmazoğlu</b> , Airport Services Association (ASA) Board Chair and President of Ground Handling & Cargo (EMEA)<br><b>Azeem Mistry</b> , Managing Director, Airport Operations Strategy, Delta Air Lines |

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|---------------|---|--------------------------|
| 11:30-12:30   | <p><b>What Does the Future Hold for Ground Operations?</b><br/>The ground handling industry was hit hard by the pandemic and is on its way to recovery, but it cannot afford to return to pre-pandemic norms. In every crisis lies opportunity, anticipation is a power, so what does the "new normal" looks like for ground ops?</p> <p><b>Moderators:</b><br/><b>Monika Mejstrikova</b>, Director Ground Operations, IATA<br/><b>Joseph, Suidan</b>, Head Ground Operations, IATA</p> <p><b>Nicole Veerbeek</b>, Director, Integrated Safety and Compliance, KLM and Chair of IATA Ground Operations Group (GOG)<br/><b>David Anderson</b>, Head of Ground Safety , British Airways and Vice Chair of GOG,<br/><b>Fabio Gamba</b>, Director General, Airport Services Association (ASA) and GOG Member</p>  |                          |
| 12:30-13:30   | <p><b>NETWORKING LUNCH</b></p>  |                          |
| 13:30-14:00   | <p><b>Travel Pass App's – A short term solution to a short- term problem or are they the future?</b><br/>With the industry restart accelerating at pace, passengers have faced long queues at airline and immigration touchpoints in order to prove them meet COVID regulations. Airlines have turned to mobile apps and other solutions to push such checks off airport to reduce airport congestion. But how successful have these solutions been? Once COVID Vaccination Certificates become the norm for travel, will such apps become redundant? And could such solutions present great opportunities to improve the passenger airport experience while simplifying the role of the check-in agent? There and other questions shall be covered during this interactive session</p> <p><b>Alan Murray Hayden</b>, Head Airline, Airport and Security COS, IATA<br/><b>Rami El Samra</b> , Senior Manager Service Development and Business Solutions, Emirates</p>   |                          |
| 14:00 -15:00  | <p><b>The Future of the Air Travel Journey in a Post COVID Environment</b><br/>Amidst significant challenges, the COVID-19 crisis has put greater focus on operational resilience and the need to accelerate sustainable innovations for the air travel industry. Building on the trend of digital transformation and automation will be critical to a sustainable and profitable air transport post-pandemic recovery. Advancement of off-airport activities, improving customer experience through contactless interactions, and efficiency with advanced processing, enabling access to trusted real-time data are critical concepts in this journey. This session will focus on the post-pandemic future air travel journey, leveraging on technologies that will accelerate change and building on those concepts to improve resilience, efficiency and flexibility for a sustainable air travel journey.</p> <p><b>Moderator: Andrea Waechtershaeuser</b>, Director Infrastructure and Customer Experience, IATA</p> <p><b>Chris Chalk</b>, Global Aviation Sector Lead, Mott MacDonald<br/><b>Paul Chen</b>, Managing Director, VX Consulting<br/><b>Martin Kucera</b>, Executive Director Airport Operations, Prague Airport<br/><b>Mai Selke</b>, Head of Business Development, SITA</p> |                          |
| 15:00 – 16:30 | <p><b>"Vaclavak" Exhibitors Raffle</b><br/>Grab a drink, grab a chair and hear about all the latest industry solutions, discover the newest technologies and systems and understand how they can help you recover, rebuild and reconnect in a new normal.</p>   |                          |
| 15:00 – 17:00 | <p><b>Industry Meeting (by invitation only)</b></p>   | <p>GOS and GAD Leads</p> |

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| 09:00 – 17:00 | <b>BizZone &amp; Exhibition</b>   |
| 09:00 – 09:40 | <p><b>Restart Ground Ops -SWOT</b></p> <p>The operations restart is on a different pace than expected and recovery from the industry crisis will be a long journey. We suffered financially as well as losing expertise and skills, which only magnified the long-term shortage of skilled staff in ground operations. IATA has developed various guidance materials for ground operations during the pandemic and for the restart to support our members. It is time to step back and focus on identifying strengths, weaknesses, opportunities, and threats arising from the pandemic for stronger industry. Our speakers zoom on the lesson learnt from the restart, reduction of manpower and skill staff shortage, schedule and contractual challenges as well as new business opportunities.</p> <p><b>Moderator: Iva Pluhackova</b>, Senior Manager Ground Handling Standards and Programs Implementation, IATA</p> <ul style="list-style-type: none"> <li>• <b>Panos Nicolaidis</b>, Chief Ground Operations Officer, Aegean Airlines</li> <li>• <b>David Overall</b>, Senior Manager Policy and Procedures, United Airlines</li> <li>• <b>Tarik Tasal</b>, Contract Management Center of Excellence Manager, Celebi</li> </ul> |
| 9:40- 10:30   | <p><b>Onboarding of staff</b></p> <p>The challenges of keeping personnel training current when our industry faces a major reduction of manpower, including the loss of expertise and highly-skilled people. The Ground Operations Standards Task Force (GOS) has developed the ground operations training programs to set a minimum industry standard. Is implementation of AHM Chapter 11 pragmatic, feasible, usable, and a reliable approach to maintain the competence of existing personnel?</p> <ul style="list-style-type: none"> <li>• <b>Steve Clark</b>, Head of Global Training, dnata</li> <li>• <b>Dave Rogers</b>, Head of Global Training, Swissport International</li> <li>• <b>Iva Pluhackova</b>, Senior Manager Ground Handling Standards and Programs Implementation, IATA</li> </ul>   |
| 10:30-11:00   | <b>NETWORKING BREAK</b>   |
| 11:00 – 12:00 | <p><b>Simple and Safe Ramp</b></p> <p>The Ground Ops Standards Task Force (GOS) is working on concept how to make the IGOM ramp process simpler with emphasis on the human factors and enhanced safety. This session will introduce a new IGOM concept for chapters 3 to 4 and gather industry input on how to make IGOM better.</p> <p><b>Moderator:</b><br/><b>Caroline Odhiambo</b>, Manager Ground Ops. Standards and Procedures, IATA</p> <ul style="list-style-type: none"> <li>• <b>Mark Berner</b>, Sr. Vice President HSSE North America, WFS</li> <li>• <b>Jeroen Jaartsveld</b>, Aircraft Handling Support Manager, KLM</li> <li>• <b>Steve Otterway</b>, Manager, Business Improvement, dnata</li> <li>• <b>Dominique Grisel</b>, A330/A340 Cargo Guidance Manager, Airbus</li> <li>• <b>Massimo Cicetti</b>, Sr. Manager, Ground Ops. Digitalization and Automation</li> </ul>   |
| 12:00- 12:30  | <p><b>E-invoicing</b></p> <p>Boost up of XML format on the ground handling and airport invoices, benefits of the solution for both the handling providers and the airlines.</p> <ul style="list-style-type: none"> <li>• <b>Christina Markou</b>, Airport Services and Commercial Agreements Manager, Aegean Airlines</li> <li>• <b>Mark West</b>, Head of Billing Transformation, Swissport International</li> <li>• <b>Bruno Roussel</b>, Senior Manager APPS Community, IATA</li> </ul>  |

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| 09:00 – 17:00 | BizZone & Exhibition   |
| 12:30-13:30   | <b>NETWORKING LUNCH</b>  |
| 13:30-15:00   | <p><b>Ground Support Equipment Automation &amp; Environment</b><br/>GSE – Helping the industry to reduce ground damage, injuries and emissions.<br/>A look at:</p> <ul style="list-style-type: none"><li>➤ The benefits of enhanced GSE, GSE maintenance and autonomous GSE.</li><li>➤ An environmental study on GSE noise and CO<sub>2</sub> reduction by adopting new green technologies for GSE .</li></ul> <p><b>Moderator:</b><br/><b>Steve Savage</b>, Sr. Analyst Ground Ops, IATA</p> <ul style="list-style-type: none"><li>• <b>Bartu Korgul</b>, Head of GSE Planning, dnata,</li><li>• <b>Harvey Sawyers</b>, Head of Global Fleet Excellence, Swissport International</li><li>• <b>Eugenio Donati</b>, Co-founder, Aerovect,</li><li>• <b>Nadine Muecklich</b>, Project Manager, Fraunhofer Institute for Material Flow &amp; Logistics</li><li>• <b>Michiel Heikens</b>, Project Manager GSE, KLM</li><li>• <b>Cyril Lobut</b>, Sales and Project Manager, Smart Airport Systems</li></ul>  |
| 15:00-15:30   | <b>NETWORKING BREAK</b>  |
| 15:30-17:00   | <p><b>Ground Operations Digitalization</b><br/>The ramp is going digital! Gain insights on the new developments on the ramp for :</p> <ul style="list-style-type: none"><li>➤ Timestamps turnaround enabling accurate oversight of the turnaround process for optimization analysis.</li><li>➤ New IATA Delay Codes aligned with the timestamp's turnaround and the realities of today's ramp</li><li>➤ Digital Load Control's new schema which will significantly reduce loading errors and costs related to manual data entry</li></ul> <p><b>Moderator:</b><br/><b>Massimo Cicetti</b>, Sr. Manager, Ground Ops. Digitalization and Automation</p> <ul style="list-style-type: none"><li>• <b>Sean Fernandes</b>, Senior Manager Airport Services Training &amp; Compliance, flydubai</li><li>• <b>Jan-Willem Kappes</b>, Director Business Development, Assaia</li><li>• <b>Yves De Wandeler</b>, Manager CODA, Eurocontrol</li><li>• <b>Carina Forsell</b>: Quality and Performance Manager, SAS</li><li>• <b>Johan Eriksen</b>, Manager Global Operations Load Control and Security, Swissport International</li><li>• <b>Tom Farncombe</b>, Senior Manager - Technical Expert - Aircraft Engineering, Amadeus</li><li>• <b>Karel Tavernier</b>, Technical Director, Rekencentra</li><li>• <b>Vincent Bouscary</b>, Manager Weight and Balance Group, Airbus</li></ul> |
| 19:30         | <p><b>IGHC GALA NETWORKING DINNER, Congress Center – Forum Hall</b><br/>The plenary room will become an Old Prague Street Market.<br/>Come and Enjoy some traditional music, entertainment and DJ !</p>  |

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| TIME  | DESCRIPTION   |
|---|---|
| <b>09:00 – 09:30</b> Welcome Coffee<br><b>09:30 – 11:15</b> It's a wrap from Prague |   |
| 09:30 -09:35  | <b>Welcome</b><br><b>Joseph Suidan</b> , Head Ground Operations, IATA   |
| 09:35 -10:00  | <b>ISAGO - Embracing More Changes</b><br>There are 280 audits expected by the year-end, over 70 audits were still completed via remote audit methods. What's in the next ISAGO chapter? Shall ISAGO validate implementation of the industry best practises such as IGOM and AHM Chapter 11?<br>Join us to hear more about ISAGO program update.<br><br><b>Santiago Frau Planas</b> , Head, Performance and Compliance Oversight, IATA<br><b>Max Corsi</b> , ISAGO Agent, Global Aviation Consulting   |
| 10:05-11:00   | <b>The 4th R: Resilience – Thriving of Sustainable Ground Operations</b><br><br>Sustainability is based on three pillars – social, environmental and economical also called people, planet and profit. The ground handling ecosystem needs to advance rapidly in response to the continuously evolving needs of the industry without compromising the ability of future generations to meet theirs. Are we ready to thrive and bring our resilience to another level? Prominent industry leaders will share their insights on what needs to be done for sustainable future.<br><br><b>Moderator:</b><br><b>Monika Mejstrikova</b> , Director, Ground Operations, IATA<br><br><b>David Overall</b> , Senior Manager – Policy and Procedures, United Airlines<br><b>Bartu Korgul</b> , Head of GSE Planning, dnata<br><b>Eugenio Donati</b> , Co-founder AeroVect<br><b>Peter Esteie</b> , Head of Ground Operations & Airport Safety, Airbus<br><b>Andrea Waechtershaeuser</b> , Director Infrastructure and Customer Experience, IATA<br><b>Massimo Cicetti</b> , Senior Manager, Ground Operations Digitalization and Automation |
| 11:00-11:15   | <b>The Wrap: 48 hours in Prague</b><br>Wrap of the past two days and reveal for 2022.<br><br><b>Monika Mejstrikova</b> , Director, Ground Operations, IATA  |