Welcome coffee sponsored by Denge

08.00 – 09.00

09.00 – 09.10

Welcome
Cultural interlude
Introduction to IGHC, housekeeping, the program in brief,
S. Savage  Senior analyst, Ground Operations, IATA;
G. Sansoa  Assistant Manager Account and Program Management, IATA

Plenary

09.10 – 09.20

Aviation and ground handling prospects for 2023
Update on ground operations, from regional and global perspective, challenges and
success stories, economic outlook
Monika Mejstrikova  Director Ground Operations, IATA;
Plenary

09.20 – 09.35

Keynote
Antonaldo Neves  CEO, Etihad Airways
Plenary

09.35 – 10.20

Voices of industry
A candid and forthright discussion between top-level executives from airlines and
ground handlers.
Speakers:
Sohail Ali  Senior Vice President – Middle East, Africa & Asia, British Airways
Faisal Albedah  Managing Director & Chief Executive Officer, SAL
Rami Al-Haddad  CIO, Menzies Aviation
Steve Allen  CEO, dnata
Moderator:
Nick Careen  Senior Vice President Operations, Safety and Security
Plenary

10.20 – 10.30

Celebi – Passion for Excellence
Atilla Korkmazoğlu  President GH & Cargo, EMEA

10.30 – 11.15

NETWORKING BREAK sponsored by Menzies Aviation
Exhibition

11.15 – 12.15

Leveraging technology for efficient, modern baggage operations
This session will demonstrate how technology can be used to make the changes
needed to encourage travellers to use checked baggage.
Speakers:
Timos Korosis  Airport System & Ground Product Development, Aegean Air
Nicole Hogg  Portfolio Director, SITA Baggage
Charl Smit  Head of Airside Operations - QAS
Moderator:
Getnet Taye  Senior Manager Global Baggage Operations, IATA
Plenary

#IGHC
12.15 – 13.30  **LUNCH BREAK** sponsored by CAE Exhibition

13.30 – 14.45  **Are autonomous vehicles “ramp-ready”***
We’ve extolled the features of autonomous GSE in the past, but are they really ready for the ramp? Learn how the industry is ensuring compatibility between the manual / analogue and the autonomous / digital.

**Speakers:**
- **Richard Fairchild** Director Autonomous Projects, UK & Europe, Aurrigo;
- **Andrew Moakes** COO and Co-founder, Evitado;
- **Manuel Wehner** Manager Autonomous Air Cargo Handling and Transport Organization, Fraunhofer Institute for Material Flow and Logistics (IML)

**Moderator:**
- **Sunny Bhatt** Manager Ground Ops Innovation and Efficiency, IATA

14.45 – 14.55  **dnata’s journey to IATA’s 25by25**
**Oliver Mathwich** Chief Commercial Officer – Airport Operations, dnata

14.55 – 15.30  **NETWORKING BREAK**
Exhibition

15.30 – 16.30  **Digital cargo**
Digitalization is transforming the cargo industry. The vision is an end-to-end digital logistics and transport supply chain where data is easily and transparently exchanged. Learn how to prepare for the transition to a technology platform that is ready for the new generation of digital natives who will be leading the logistics and transportation industry. A presentation will be followed by a case-study and panel discussion involving stakeholders who already started the process, sharing their firsthand insights and experience of end-to-end data collection during cold-chain transport.

**Speakers:**
- **Vivien Lau Man Yee** Chief Executive, Jardine Aviation Group
- **Pramod Rao** CEO, Nexshore Technologies.
- **Thomas Konietzko** Executive Vice President Sales and Marketing, Celebi Aviation

**Moderator:**
- **Ildiko Marcze** Project Manager, Digital Cargo, IATA

17.00 – 19.00  **Welcome Cocktail** kindly hosted by AVIAPARTNER
Please join us for snacks and drinks while you network.
Day 2 – Wednesday, 17 May 2023
Morning

08.00 – 09.00  Welcome coffee sponsored by Denge

09.00 – 09.05  Good morning

09.05 – 09.50  **Ground Operations – time to celebrate**
Did you know ISAGO is 15 years old?
Join us for a step back in time and marvel at how far we have come. But it’s not just our auditing programs, we are also continually expanding our already wide-ranging suite of ground operations standards, guidelines and programs. Join us as we take you through what is coming up next on IATA Ground Operation’s agenda.

**Speakers:**
- Iva Pluhackova  Head of Operations and Standards, IATA
- Massimo Cicetti  Head of Innovation and Efficiency, IATA
- Santiago Frau Planas  Head of Accreditation and Program Management, IATA

**Moderator:**
- Monika Mejstrikova  Director Ground Operations, IATA

09.50 – 10.30  **Recalibrating our approach to our greatest asset, our people - innovation in both strategy and behaviors**
Stuart Maddocks – Director, Clemorton Training and Development

10.45 – 11.15  NETWORKING BREAK
Exhibition

11.15 – 12.00  **Predictive and prescriptive analytics – a model for improved safety in ground operations**
Case study: How advanced analytics are used to make predictions about future outcomes using a combination of historical data, statistical modeling, data mining and machine learning to identify ground operations risks and opportunities for improvement.

**Speaker:**
- Brian Bartal  Senior VP Safety & Compliance, Unifi

12.00 – 12.45  **Optimizing resources for streamlined ramp operations**
Integrating predictive analysis and autonomous operations with real-time data and resources to sustain and optimize landside, terminal and airside operations.
Our speakers will take you through the latest solutions as well as results of a wide-ranging research project that show how state-of-the-art optimization algorithms can resolve ground handling capacity issues, manage staff and improve quality of service.

**Speakers:**
- Maher Abu Arja  Senior Business Development Manager, SITA
- Andy Walters  Director, LEMAUREY
- Sreedhar Gudla  TCS Aviana

**Moderator:**
- Massimo Cicetti  Head of Innovation and Efficiency, IATA

#IGHC
12.45 – 14.15  LUNCH BREAK  
Exhibition

13.00 – 14.00  Lunch workshop kindly hosted by Zafire  
Lou Read  Commercial Executive, Zafire Aviation Software  
HS 3

14.15 – 15.00  Revolutionizing Airport Operations: The Benefits of Automating Below the Wing  
A candid discussion on future proofing our Airports – How we need to come together as an industry to make this happen.  
Speakers:  
Patricia Cortada Fontova  SP Airports, MEA & AsiaPac, IAG  
Christiaan Hen  Chief Customer officer, Assaia  
Gavin Jackson  Aerodrome Project & Improvement Lead, Gatwick Airport  
Lukas Skorupa  EVP Commercial, Menzies Aviation  
Harvey Tate  Head of Hanger 51 Tech Innovation, IAG  
Richard Vilton  CEO & Co-founder, Emu Analytics  
Moderator:  
Santiago Frau Planas  Head of Accreditation & Program Management, IATA  
Plenary

15.00 – 15.10  SAL, Logistics Champion  
Amer Abu Obeid  Chief Commercial Officer, SAL

15.10 – 15.40  NETWORKING BREAK  
Exhibition

15.40 – 17.00  ISAGO Moving Forward (Workshop)  
A warm welcome is extended to all ground handlers to join us to discuss the latest on ISAGO.  
See demonstrations of how to use IGOM and the IGOM Portal for your ISAGO audit preparation.  
Experience the new ISAGO audit process which is supported by the new implementation checklists.  
This is the place to be to streamline your audit preparation process.  
Speakers:  
Ground Operations Team  
Alan Murray-Hayden  Director Airlines, Airports and Security OCS, IATA  
Moderator:  
Santiago Frau Planas  Head of Accreditation & Program Management, IATA  
Conference Room BC

19.00 – late  GALA NETWORKING DINNER  
ADNEC

#IGHC
08.00 – 09.00  Welcome coffee sponsored by Denge

09.00 – 09.05  Good morning
Plenary

09.05 – 09.35  Abu Dhabi Airport
Abu Dhabi’s new mid-field terminal is opening this year, promising an enhanced and smooth passenger experience embraced by the digitalization and use of advance biometric technology. Learn how innovation and technology have been key to ensuring the success of this project and how the use of AI will further elevate Abu Dhabi airports to the next GEN.

Speaker:
Andrew Murphy  Chief Information Officer, Abu Dhabi Airports

09.35 – 10.25  Innovation in de-icing operations
Description including speakers, and sponsor if needed
Speakers:
Jessica Dawe  Manager Charter of Professional Auditors, IATA
Ove Troen  Chairman & CEO, MSG Aviation
Lasse Sandaker-Nielsen  Advisor to MSG Aviation
Anders Larsen  Chief Sales Officer, Vestergaard

Moderator:
Dimitri Rybkin  Quality Manager Alliances & Suppliers, Etihad

10.25 – 11.00  NETWORKING BREAK
Exhibition

11.00 – 12.00  Ground Operations Safety
Speakers:
Mohamed Maged Abdelhamid  Safety Manager, Ground Operations Flight Safety, Emirates
Gokhan Yildiz  Business Development Director EMEA, Intenseye
Melih Rifaioglu  Senior Enterprise Account Executive EMEA/APAC, Intenseye

Moderator:
Gurdeep Singh  Senior Manager Ground Operations Safety & Standards, IATA

12.00 – 12.30  Wrap-up / IGHC 2024
Kamil Alawadhi  RVP Africa & Middle East, IATA

12.30 – 13.30  LUNCH BREAK
Exhibition

#IGHC
12.30 – 13.30  
LUNCH BREAK sponsored by Company
Exhibition

13.30 – 15.00  
Regional workshop
Focusing on regional ground handling challenges, risks and solutions
What are local and regional companies working on, success stories.
How do you perceive IATA’s role and initiatives. Are we meeting your needs and
addressing issues that are relevant to your situation?
Leaders:
Kashif Khalid  Regional Director Airport Passenger Cargo Security & Facilitation, IATA
Emma Dayo  Regional Manager Cargo and Ground Operations - AME, IATA

Presenters:
Monika Mejstrikova  Director Ground Operations, IATA;
Massimo Cicetti  Head of Innovation and Efficiency, IATA
Conference Room BC

13.30 – 15.00  
ISAGO Agent meeting
(by invitation only)
Participation limited to ISAGO Agents
Speakers: S. Frau Planas; G. Sansoa; J. Dawe; B. Lawson
Conference Room AC

15.00 – 15.30  
NETWORKING BREAK

15.30 – 16.30  
Regional workshop - continued
Focusing on regional ground handling challenges, risks and solutions
What are local and regional companies working on, success stories.
How do you perceive IATA’s role and initiatives. Are we meeting your needs and
addressing issues that are relevant to your situation?
Leaders:
Kashif Khalid  Regional Director Airport Passenger Cargo Security & Facilitation, IATA
Emma Dayo  Regional Manager Cargo and Ground Operations - AME, IATA

Presenters:
Monika Mejstrikova  Director Ground Operations, IATA;
Massimo Cicetti  Head of Innovation and Efficiency, IATA
Conference Room BC

15.30 – 16.30  
ISAGO Agent meeting
(by invitation only)
Participation limited to ISAGO Agents
Speakers: S. Frau Planas; G. Sansoa; J. Dawe; B. Lawson
Conference Room AC