IATA GROUND HANDLING CONFERENCE

Reykjavík, Iceland
07-09 May 2024

PROGRAM
Airlines' Day: Monday, 6 May

08:00 – 09:00  WELCOME COFFEE

09:00 – 10:00  Ground Operations Working Group (GOG)  
(By invitation only)

10:00 – 10:30  NETWORKING BREAK

10:30 – 12:00  Ground Operations Working Group (GOG)  
(By invitation only)

12:00 – 13:30  LUNCH BREAK

13:00 – 17:00  Workshop: Spotlight on Airlines’ Ground Operations  
(Incl. Coffee Break)  
This workshop aims to discuss and brainstorm the challenges and solutions of today’s complex ground handling industry.  
Lead by IATA Team

All IGHC delegates are welcome to attend.  
Separate registration needed – Please register [here](#)  
Get the Program [here](#)

18:00 – 19:00  Ground Handling Partnership Networking Cocktail (By Invitation Only)  
As the IGHC Conference kicks-off, we invite you to the GHP Networking Cocktail – an exclusive gathering for the GHP community. This event provides a unique opportunity for industry professionals to meet and greet with peers, forge valuable connections, and exchange insights. As a GHP member, you will also have the privilege of inviting two (2) of your business partners and clients to join this annual celebration.

#IGHC

Please note that the IGHC Program is regularly updated and is subject to change. For more information on this event, please contact groundops@iata.org
Day 1: Tuesday, 7 May

08:00 – 09:00  WELCOME COFFEE
Exhibition Area

09:00 – 10:30  Host Airline Key Remarks
Bogi Nils Bogason, CEO, Icelandair

  State of Industry
Willie Walsh, Director General, IATA

  State of Ground Operations
Monika Mejstrikova, Director, Ground Operations, IATA

  Key industry leaders discuss how industry ground handling initiatives drive tangible improvements in the complex ground operations environment
  Bogi Nils Bogason, CEO, Icelandair
  Atilla Korkmazoğlu, President, Ground Handling & Cargo, Celebi and ASA chair
  Philipp Joeinig, CEO, Menzies Aviation
  Willie Walsh, Director General, IATA
  Moderator: Nick Careen, Senior Vice President Operations, Safety & Security, IATA

10:30 – 11:00  NETWORKING BREAK
Exhibition Area

11:00 – 11:40  Innovation on the Ramp
Discover some of the latest advances in AI and autonomy in the pipeline for ground operations.
  Mathieu Cousy, Research Engineer, ACHIL Team, ENAC
  Saunon Malekshahi, Co-founder & CTO, Moonware
  Tenille Houston, VP Public Relations & Communications, Aurrigo
  Esad Taha Cakici, VP of Operations, Easie
  Moderator: Sunny Bhatt, Manager, Ground Operations Innovation & Efficiency, IATA

11:40 – 12:20  Need to Taxi? Call an “Uber” to Get you to the Runway
An update and some real-life experiences with aircraft taxiing solutions without aircraft engines running.
  Pascal Hop, Senior Expert, Project Manager, EUROCONTROL
  Francisco Hoyas, Pilot, Aviation Sustainability, EUROCONTROL
  Jeroen Jaartsveld, Project Lead, Sustainable Taxiing, KLM
  Sarah Bahliger, Innovator, Royal Schiphol Group
  Moderator: Massimo Cicetti, Head of Innovation & Efficiency, IATA

12:20 – 13:30  LUNCH BREAK
Exhibition Area

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13:30 – 14:05  Electric GSE – As Easy as Plug ‘n Play?
Making the transition to electric GSE hasn’t always been easy. Hear from those who have been there, done that and gain some real-world experience to smooth your way.

Jonathan Hankin, Manager Technical Services & Engineering Standards, Menzies Aviation
Rebecca Schnack, Applications Engineer, Allen Energy Inc
Moderator: Steve Savage, Senior Analyst, Ground Operations, IATA

14:05 – 14:20  Enhanced Ground Support Equipment recognition program launch
IATA launches a new program to encourage industry to adopt GSE fitted with anti-collision systems to minimize aircraft ground damage by recognizing companies which have undertaken the switch to enhanced GSE

Monika Mejstrikova, Director, Ground Operations, IATA

14:20 – 15:00  Exploring Sustainable Solutions for GSE Fuel and Beyond
Take a dive into the world of hydrogen and HVO – how to do your bit for climate change even you can’t go all electric with your GSE.

Benny Siu, Head of Safety, Sustainability & Quality Assurance, Hong Kong Air Cargo Terminals Limited.
Anirudh Vyas, Future Safety Specialist, Horizon Scanning & Insight, UK CAA
Moderator: Nadine Mücklich, Project Manager / Research Associate, Fraunhofer

15:00 – 15:30  NETWORKING BREAK
Exhibition Area

15:30 – 17:30  Workshop: Partnering with Airports is Key for Sustainable Ground Operations
Join Nordic Airports and IATA in this forum where success stories will be shared and focus areas highlighted.

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17:30 – 19:30  WELCOME COCKTAIL

#IGHC

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Day 2: Wednesday, 8 May

08:00 – 09:00  WELCOME COFFEE
Exhibition Area

09:00 – 10:00  Regulating for Safety
While safety is automatically a target for regulation, it is just as important to consider
the vital role that industry experience, in the form of standards, recommended
practices and programs. Hear how EU regulations can support industry
standardization, what makes an acceptable industry standard and how industry
standards can be compliant with regulations.
Ansgar Sickert, Liaison to EASA, ACI-Europe
Adina Szönyi, GH Expert, Air Operations & Aerodromes, EASA
Ariaen Zimmerman, Head of Operations & Programs, ASA
Iva Pluhackova, Head of Operations & Standards, IATA
Moderator: Dragos Munteanu, Assistant Director, Safety & Flight Operations,
IATA

10:00 – 10:30  NETWORKING BREAK
Exhibition Area

10:30 – 11:25  Safety is always our top priority
Join this session to discuss emerging ground operations safety issues and risks and
their mitigations.
Adrian Kong, Manager Safety, Quality & Risk - Airport Operations, Emirates
Brian Bartal, Chief Safety Officer, Unifi
Daniel Tremblay, Director Ground Safety Assurance & Compliance, Air Canada
Moderator: Gurdeep Singh, Senior Manager, Ground Operations Safety &
Standards, IATA

11:25 – 12:10  The Role of Training in Ground Operations Sustainability
Training plays a pivotal role in promoting sustainability within ground operations.
Well-trained personnel are proficient at identifying opportunities for process
optimization, cost reduction, and service enhancement, driving innovation through
creative problem-solving and collaboration.
IATA and the industry are striving for:
• Alignment and standardization
• Return on investment for the industry
• Building capacity for the industry with the IATA training passport
Claudius Kuhnert, Senior Manager, Ground Operations Concepts & Strategy,
Lufthansa
Adam Sider, Training Quality & Curriculum Manager, SGS
Moderator: Iva Pluhackova, Head of Operations & Standards, IATA

12:10 – 13:45  LUNCH BREAK
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13:45 – 14:55  What is People’s Sustainability?
Topics like Diversity, Equity, & Inclusion (DE&I), Trust, Well-Being & Work-Life balance are all part of the People’s Sustainability Strategy. Learn more about how to bridge the theory with practice.
Dr. Archana Arcot, Chief People Officer, Unifi
Juliet Thomson, Chief People Officer, Menzies Aviation
Santiago Frau Planas, Head of Accreditation & Program Management, IATA

14:55 – 15:30  NETWORKING BREAK
Exhibition Area

Join a discussion on how the industry has adapted to the new reality of passenger numbers that mostly equal or exceed COVID levels with the limited resources that are now available. Learn how the industry is balancing operational, safety and compliance activities with limited availability of required resources (financial, infrastructural, SME etc.).
Guðmundur Ólafsson, VP Airport Operations – Icelandair
Solomon Mutoko Mukoma, Compliance Monitoring Manager & IATA DAQCP Chair, Emirates
Derick Zimmerman, Vice President AGI Ground
Dr. Harpreet De Singh, Group Chief QMS, DMS, ERP & ED – Headquarters, Air India
Stewart Angus, CEO – Europe, dnata
Moderator: Dimitri Rybkin, Senior Manager, Audit Methods and Deicing, IATA

19:00 - Late  NETWORKING DINNER

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Day 3: Thursday, 9 May

08:00 – 09:00  WELCOME COFFEE
Exhibition Area

09:00 – 10:00  Real-time Baggage Tracking
Is there a global solution for real-time baggage tracking? Can the passengers and the airlines share the same data? How can we reduce the mishandled baggage? Those and other questions will be discussed by the baggage SMEs during this panel discussion.

Niueni Tugaga, Operations Delivery Manager - BOH Airports, Air New Zealand
Elena Mazorra, Head of Business Development, Bob
Shabbir Girach, Managing Director, Shabstec Limited
Moderator: Monika Mejstrikova, Director, Ground Operations, IATA

10:00 – 11:00  NETWORKING BREAK
Exhibition Area

11:00 – 11:45  Turning Service Providers into Partners – A New Era of Service Level Agreements
In a real-world innovation case study, Lufthansa Group shares how digital solutions like Cosmos transform the way airlines and service providers interact, by empowering a trusted, collaborative, and data-based relationship, paving the way for a new era of SLAs.

Fabrice Diedrich, Venture Development Manager & co-founder, Cosmos, Lufthansa innovation Hub
Mareen Fox Rogers, Head of LHG Operations Performance Management, Lufthansa Group
Felix Heinzeller, Venture Development Manager & co-founder, Cosmos, Lufthansa innovation Hub

11:45 – 12:00  Wrap-up and Where to Next
Action items, what we learned and need to apply going forward.
IGHC 2025 – next year’s exciting venue.

12:00 – 13:30  LUNCH BREAK
Exhibition Area

13:30 – 17:00  Workshop: ISAGO in 2025 and Beyond, what’s in it for me?
Inform GHSPs about changes to the ISAGO program and how it affects their accreditation and registration. Discuss plans and checklists and address issues. All IGHC delegates are welcome to attend.

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