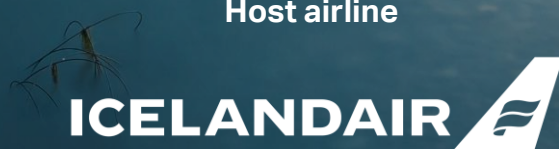


IATA GROUND HANDLING CONFERENCE

Reykjavík, Iceland
07-09 May 2024

PROGRAM

Host airline



IATA GROUND HANDLING CONFERENCE

Airlines' Day: Monday, 6 May

08:30 – 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 (Incl. Coffee Break)	Workshop: Spotlight on Airlines' Ground Operations This workshop aims to discuss and brainstorm the challenges and solutions of today's complex ground handling industry. Massimo Cicetti, Head of Innovation & Efficiency, IATA 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.

IATA GROUND HANDLING CONFERENCE

Day 1: Tuesday, 7 May

08:30 – 09:00	WELCOME COFFEE Exhibition Area
09:00 – 10:00	Opening Plenary Host Airline Key Remarks Bogi Nils Bogason, CEO, Iceland Air State of Ground Operations Monika Mejstrikova, Director, Ground Operations, IATA Key industry leaders join IATA's DG to discuss how industry ground handling initiatives drive tangible improvements in the complex ground operations environment Willie Walsh, Director General, IATA Bogi Nils Bogason, CEO, Iceland Air
10:00 – 10:30	NETWORKING BREAK Exhibition Area
10:30 – 11:15	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. Steve Savage, Senior Analyst, Ground Operations, IATA Jonathan Hankin, Manager Technical Services & Engineering Standards, Menzies Aviation
11:15 – 12:00	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. Massimo Cicetti, Head of Innovation & Efficiency, IATA Pascal Hop, Chair & Sustainable Taxiing Taskforce, EUROCONTROL Francisco Hoyas, Pilot, Aviation Sustainability, EUROCONTROL
12:00 – 13:30	LUNCH BREAK Exhibition Area

IATA GROUND HANDLING CONFERENCE

Day 1: Tuesday, 7 May

13:30 – 14:15

Ground Operations Tech Update and Trends

Discover some of the latest advances in AI and autonomy in the pipeline for ground operations.

Sunny Bhatt, Manager, Ground Operations Innovation & Efficiency, IATA

Mathieu Cousy, Research Engineer, ACHIL Team, ENAC

14:15 – 15:00

No More Fossils - A Look at Alternative Fuels for GSE

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.

Nadine Mücklich, Project Manager / Research Associate, Fraunhofer

Benny Siu, Head of Safety, Sustainability & Quality Assurance, HACTL

Anirudh Vyas, Future Safety Specialist, Horizon Scanning & Insight, UK CAA

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.

Stefania Tomasini, Manager, Ground Operations, IATA

All IGHC delegates are welcome to attend.

Separate registration needed – Please register [here](#)

Get the Program [here](#)

17:30 – 19:30

WELCOME COCKTAIL

IATA GROUND HANDLING CONFERENCE

Day 2: Wednesday, 8 May

08:30 – 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. Dragos Munteanu, Assistant Director, Safety & Flight Operations, IATA Iva Pluhackova, Head of Operations & Standards, IATA Ansgar Sickert, Liaison to EASA Adina Szönyi, GH Expert, Air Operations & Aerodromes, EASA Ariaen Zimmerman, Head of Operations & Programs, ASA
10:00 – 10:30	NETWORKING BREAK Exhibition Area
10:30 – 11:15	Making a Career in Frontline Ground Operations Frontline staff are your scarcest and most valuable asset. Come and experience how some GHSP has learned to scale frontline hiring in a challenging environment while reducing turnover and developing frontline leaders. Dr. Archana Arcot, Chief People Officer, Unifi
11:15 – 12:00	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: <ul style="list-style-type: none">• Alignment and standardization• Return on investment for the industry• Building capacity for the industry with the IATA training passport Iva Pluhackova, Head of Operations & Standards, IATA Claudius Kuhnert, Senior Manager, Ground Operations Concepts & Strategy, Lufthansa Panagiota Pagona, Head of Training, Ground Operations, Aegean Airlines Adam Sider, Training Quality & Curriculum Manager, SGS
12:00 – 13:30	LUNCH BREAK Exhibition Area

IATA GROUND HANDLING CONFERENCE

Day 2: Wednesday, 8 May

13:30 – 14:15

Safety Still Must Come First

Join this session to discuss emerging ground operations safety issues and risks and their mitigations.

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

Darsh Chapman, Executive Manager, Global Airports, Qantas

Adrian Kong, Safety & Risk Manager, Airport Operations, Emirates

Daniel Tremblay, Director Ground Safety Assurance & Compliance, Air Canada

14:15 – 15:00

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.

Santiago Frau Planas, Head of Accreditation & Program Management, IATA

15:00 – 15:30

NETWORKING BREAK

Exhibition Area

19:00 - Late

NETWORKING DINNER

IATA GROUND HANDLING CONFERENCE

Day 3: Thursday, 9 May

08:30 – 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. Monika Mejstrikova, Director, Ground Operations, IATA Niueni Tugaga, Operations Delivery Manager - BOH Airports, Air New Zealand
10:00 – 10:30	NETWORKING BREAK Exhibition Area
10:30 – 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.
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
13:00 – 17:00 (Incl. Coffee Break)	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. Santiago Frau Planas, Head of Accreditation & Program Management, IATA

Separate registration needed - Please register [here](#)
Get the Program [here](#)