

IATA GROUND HANDLING CONFERENCE

Reykjavík, Iceland
07-09 May 2024

PROGRAM

Host airline

ICELANDAIR



IATA GROUND HANDLING CONFERENCE

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
- 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

- 08:00 – 09:00** **WELCOME COFFEE**
Exhibition Area
- 09:00 – 10:00** **Welcome**
Ministerial spokesperson, Iceland
- 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
- 10:00 – 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.
Jonathan Hankin, Manager Technical Services & Engineering Standards, Menzies Aviation
Rebecca Schnack, Applications Engineer, Allen Energy Inc
Moderator: Steve Savage, Senior Analyst, Ground Operations, IATA
- 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.
Pascal Hop, Chair of Sustainable Taxiing Taskforce, EUROCONTROL
Francisco Hoyas, Pilot, Aviation Sustainability, EUROCONTROL
Jeroen Jaartsveld, Project Lead, Sustainable Taxiing, KLM
Sarah Bahlinger, Innovator, Royal Schiphol Group
Moderator: Massimo Cicetti, Head of Innovation & Efficiency, IATA

IATA GROUND HANDLING CONFERENCE

Day 1: Tuesday, 7 May

- 12:00 – 13:30** **LUNCH BREAK**
Exhibition Area
- 13:30 – 14:15** **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
Moderator: Sunny Bhatt, Manager, Ground Operations Innovation & Efficiency, IATA
- 14:15 – 15:00** **Beyond Electric : Exploring hydrogen, HVO and other sustainable solutions**
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.
Lead by IATA Team

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

08:00 – 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 – 11:15	Elevating Frontline in Ground Operations – Unifi’s People Strategies for Sustainable Growth Come and experience what people strategies Unifi has used to elevate frontline employee experience and fuel sustainable growth. The people equation is recruit to retain and retain to remain! 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 Claudius Kuhnert, Senior Manager, Ground Operations Concepts & Strategy, Lufthansa Adam Sider, Training Quality & Curriculum Manager, SGS Moderator: Iva Pluhackova, Head of Operations & Standards, IATA
12:00 – 13:30	LUNCH BREAK Exhibition Area

#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



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.
Brian Bartal, Chief Safety Officer, Unifi
Adrian Kong, Safety & Risk Manager, Airport Operations, Emirates
Daniel Tremblay, Director Ground Safety Assurance & Compliance, Air Canada
Moderator: Gurdeep Singh, Senior Manager, Ground Operations Safety & Standards, IATA
- 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.
Juliet Thomson, Chief People Officer, Menzies Aviation
Santiago Frau Planas, Head of Accreditation & Program Management, IATA
- 15:00 – 15:30** **NETWORKING BREAK**
Exhibition Area
- 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
Moderator: Monika Mejstrikova, Director, Ground Operations, IATA
- 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.
Fabrice Diedrich, Venture Development Manager, Lufthansa innovation Hub
Maureen Fox Rogers, Head of LHG Operations Performance Management, Lufthansa Group
- 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?**
(Incl. Coffee Break) 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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