

**IATA**  
**GROUND**  
**HANDLING**  
**CONFERENCE**

Paris, France

31 May – 2 June 2022

**PROGRAM**





- 09h00 – 09h15** **Bienvenue à l'IGHC**  
Sustainable Ground Operations – People, Planet, Profit – are we ready to thrive?  
  - Monika Mejstrikova – Director Ground Operations, IATA
  - Sean Fernandes – Senior Manager - Airport Services - Training & Compliance, Flydubai
- 09h15 – 10h00** **The CEO Perspective**  
Prominent industry CEOs, representing airlines and ground service providers, share their insights on what is needed for a sustainable aviation future.  
  - Willie Walsh – Director General, IATA
  - Valentin Lago – CEO, Air Europa
  - Steve Allen – CEO, dnata
  - Richard Prince – CEO, Aviapartner
  - Nick Careen – SVP, Operations, Safety & Security, IATA
- 10h00 – 10h30** **The 21<sup>st</sup> Century Ramp**  
Presenting a real-world implementation case study – Qatar Aviation Services takes you through their digital aircraft turnaround process, driving efficiency and cost reduction.  
  - Marta Gomez Andrea - Manager Innovation & Operational Improvements, QAS
  - Robert Sanz – Ramp Operations Manager, QAS
  - Massimo Cicetti – Head of Innovation & Efficiency, IATA
- 10h30 – 10h35** **Spotlight on Solution Providers**
- 10h35 – 11h15** **COFFEE BREAK – Exhibition area**
- 11h15 – 11h55** **NEXTT: moving from vision to implementation**  
By establishing a standard of adopting and implementing cutting-edge technology to increase digitalization, the concepts of NEXTT off-airport processing activities, advanced processing, contactless travel and interactive decision making will continue to advance efficiency on all aspects of the passenger, cargo, baggage and aircraft journey.  
Let's listen to those who have already successfully implemented those innovate solutions.  
  - Thomas Romig - Vice President Safety, Security & Operations, ACI
  - Nick van Straten – program Director, Biometrics, Customer Experience, KLM
  - Mark Schwarz – Senior Manager, Innovation & New Business, ZRH Airport
  - Monika Simonaityte – ATM Strategy & Deployment Manager, STN Airport
  - Giorgio Camilleri - Manager Airport Operations & Technical Development, IATA
- 11h55 – 12h35** **Sustainable GSE - a fresh look by future industry talent**  
Presentations from tertiary education students on sustainability projects for airport ramp operations.  
  - Diarto Aalders - Lecturer Aviation Operations, Amsterdam university of Applied Sciences
  - Michel Ragot – Mentor / Lecturer, Ecole nationale de l'aviation civile (ENAC)
  - Tanguy Baudouin - Student, Ecole nationale de l'aviation civile (ENAC)
  - Thomas Hüger – Head of R & D, MULAG Fahrzeugwerk
  - Sunny Bhatt – Manager, Ground Ops Innovation & Efficiency, IATA

- 12h35 – 12h45**     **Spotlight on Solution Providers**
- 12h45 – 14h00**     **LUNCH BREAK – Exhibition area**
- 14h00 – 14h30**     **Does next gen GSE deliver on its promises?**  
This session will explore the implementation case studies of showing/proving that enhanced GSE reduces ground damage rates and costs
- Alessandro Pastorelli General Manager, TCR Italia
  - Bartu Korgul – Head of GSE Planning, dnata
  - Harvey Sawyers - Head of Global Excellence, Swissport
  - Steve Savage – Senior Safety Data Analyst, Ground Operations, IATA
- 14h30 – 15h05**     **A positive spin-off: How COVID drove passenger compliance checks off-airport**  
Even with low volumes of passengers, COVID passenger compliance clogged up airports leaving passengers to queue for hours. What caused the slow recovery? Fear of COVID or fear of the experience? What have we learnt from this, and how can technology enable all passenger compliance checks to be pushed off-airport, both COVID and immigration
- Aras Kubilay – Business Development Director, Hitit
  - Alan Murray-Hayden – Director Airlines, Airports & Security, IATA
- 15h05 – 15h15**     **Spotlight on Solution Providers**
- 15h15 – 15h45**     **COFFEE BREAK – Exhibition area**
- 15h45 – 16h30**     **2023 – not the same old SGHA**  
The SGHA 2023 will be under discussion. Published at end of this year, we will highlight the changes and what to expect from 2023 on. We will elaborate on the benefits of the standard agreements versus company tailored agreements. Come and hear firsthand what the changes and updates are about.
- Christina Markou - Airport Services and Commercial Agreements Manager, Aegean Airlines
  - Peter Beutler – Vice president Commercial Cluster Switzerland & France, Swissport
  - Michael Tegethoff – Attorney-at-law, Legal Affairs, Flughafen München GmbH
  - Iva Pluhackova – Head of Standards & Operations, IATA
- 16h30 – 17h00**     **What's in it for me?**  
ACI and ASA published a new agreement template for GHSP and Airport Operator incorporating ACDM, SMS, licensing, concessions, AHM for GSE Standards and Training. IATA and the Airline Catering Association updated the Standard Inflight Catering Agreement (SICA). Do you wish to learn more about these initiatives? Join this panel discussion.
- Fabio Gamba – Director General, Airports Council International (ASA)
  - Thomas Romig – Vice President, Safety, Security & Operations
  - Iva Pluhackova - Head of Standards & Operations, IATA
- 17h30 – 19h00**     **WELCOME COCKTAIL – Exhibition area**

- 09h00 – 09h30**     **Fireside chat with Swissport CEO**  
Warwick Brady and Monika Mejstrikova discuss how ground handlers are balancing the demands of their customer airlines with the increasing challenges of staff shortage. How does the introduction of new technology and solutions affect the role of the ground handler in the future? What are the short and long term strategies to keep a global ground handler such as Swissport on the map, effective and relevant?
- Warwick Brady – President & CEO, Swissport
  - Monika Mejstrikova - Director Ground Operations, IATA
- 09h30 – 10h00**     **Gen Z and the ground operations industry; is this a match?**  
What are the most important job attributes for the new generation at work? Do they have the same values and needs as previous generations? How can organizations attract new people and retain them?
- Ryan Jenkins – President, Sync Learning Experiences
- 10h00 – 10h50**     **More than just “environmentalism”: What does sustainability really mean for an organization and its workforce?**  
What is social sustainability and what are some of the existing practices that organizations are implementing to drive a more effective workforce? Panellist cover topics of training and leadership, psychological welfare, community, and the necessary organizational support programs that could drive a more effective workforce to avoid consequences of high staff turnover, resource shortages, inefficiencies or even reduction in quality and safety performance.
- Ryan Jenkins – President, Sync Learning Experiences
  - Nadia Kaddouri – Chief Strategy & Sustainability Officer, Swissport
  - Uschi Schulte-Sasse – Senior Vice President Aviation, INFORM GmbH
  - Elisabeth Matschnigg – Assistant Manager Ground Operations Audits, IATA
- 10h50 – 10h55**     **Spotlight on Solution Providers - Swissport**
- 10h55 – 11h20**     **COFFEE BREAK – Exhibition area**
- 11h20 – 12h05**     **Exploring root causes of ground handling staff shortages**  
Ground Handling continues to suffer a severe staff shortage problem, made worse by the Covid-19 crisis, during which many skills have been lost. This panel will analyze one of the root causes of the current shortage - the often stressful and conflicting working conditions. It will propose new ways of how working conditions can be adjusted to foster the establishment of a sustainable and equitable airline-GH provider relationship.
- Fabio Gamba – Director General, Airport Services Association
  - David Anderson – Global Head of QHSE, Swissport
  - David Barker – DSVP Airport Operations, dnata
  - Patricia Cortada – Head of Ground Operations & Cargo Procurement, IAG Airports
  - Thomas Romig – Vice President Safety, Security & Operations, ACI
- 12h05 – 12h55**     **Autonomous – the next step for the next gen GSE**  
Experts in autonomous GSE systems take us through their experiences of implementing autonomous GSE in the airport environment
- Eugenio Donati – Co-founder, Aerovect
  - Cyril Lobut – Sales & Product Manager, Smart Airport Systems
  - Diego Alonso-Tabares – Senior Engineer, Airport Operations, Airbus
  - Sunny Bhatt - Manager Ground Ops Innovation & Efficiency, IATA

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**Day 2 – Wednesday, 01 June 2022**  
**Afternoon**

**12h55 – 13h00**     **Spotlight on Solution Providers**

**13h00 – 14h00**     **LUNCH BREAK – Exhibition area**

**14h00 – 15h00**     **Faster, Safer, Better**

Digital load control is a reality. Amadeus presents the completion of the IATA XML 565 standard implementation. What used to take days of manual entries and was subject to human error has – by means of an easy-to-use interface and some programming – can now be accomplished in a 3 second file upload. Watch us!

Reduce loading errors – Emirates demonstrates how technology supports and mitigates loading errors that occur during the loading and load control processes.

- Tom Farncombe – Senior Manager – Technical Expert, Aircraft Engineering, Amadeus
- Adrian Kong – Load Control Support Controller, Emirates
- Massimo Cicetti – Head of Innovation & Efficiency, IATA

**15h00 – 15h30**     **COFFEE BREAK – Exhibition area**

**15h30 – 17h30**     **Technical Program | Le Grand Auditorium**

**Technical session for members of the Charter of Professional Auditors (IGHC delegates are welcome to join)**

ISAGO Standards manual (GOSM) vision and changes to ISAGO checklist to validate conformity with IGOM and AHM – change management

What's behind auditing AHM 1100 and how to interpret it during an audit

- Dave Rogers – Head of Global Training, Swissport
- Caroline Odhiambo - Senior Manager Ground Ops Business Processes & Standards, IATA
- Gurdeep Singh – Senior Manager Ground Ops Safety & Standards, IATA
- Jessica Dawe – Manager Charter of Professional Auditors, IATA

**19h00 – 23h30**     **NETWORKING DINNER – InterContinental Hotel**



- 09h00 – 09h30**     **Growing smarter and safer together – benefits and challenges of data sharing**  
With digital technologies changing our processes, people skills and stakeholder interfaces, we all face the challenge of accessing timely and reliable data. Can inter-organizational data sharing help us boost process efficiencies, cut costs, and craft new business models centered on passenger experience, sustainability, and safety? Join our multi-stakeholder panel to debate the benefits and challenges of data-sharing programs.
- Peter Hunt – Manager Group HSSE Systems, WFS
  - Francesco Bertaccini – Deputy Safety Manager & Head Safety Services, SEA Milan Airport
  - Olena Vasylychenko - Director OSS Business Systems and Performance, IATA
- 09h30 – 09h50**     **Accelerating the Digital Finance Transformation**  
Industry e-Invoicing and settlement solutions lead to back office process improvement, learn how with our experts
- Monika Kolos-Lembas Senior Process Architect Procure to Pay, Lufthansa Group Business Services
  - Frederic Berthoud - Credit Manager EMEAA, Worldwide Flight Services
  - Bruno Roussel - Senior Manager APPS Community, IATA
- 09h50 – 10h30**     **COVID aftermath - do we still need to clean and disinfect to save our lives?**  
IGHC 2021 identified enhanced cleaning and disinfection as an area of concern in terms of the impact it has on turnaround times and additional costs. Has the status changed since November? With fewer COVID measures in place, is there still a need for enhanced procedures? How will this impact the turnaround with the increased traffic? What new technologies and solutions are on the market which could improve this process?
- Derick Zimmerman – Vice President Safety & Training, Airport Terminal Services
  - David Overall – Senior Manager Policy & Procedures, United
  - Iva Pluhackova – Head of Standards & Operations, IATA
- 10h30 – 10h35**     **Spotlight on Solution Providers**
- 10h35 – 11h05**     **COFFEE BREAK – Exhibition area**
- 11h05 – 11h45**     **Baggage Tracking: Now and for the Future**  
Baggage Tracking is vital in means of reducing mishandled baggage, improving efficiency in baggage operations, and ultimately providing a better customer experience. As a result of joint efforts in coordination with our member airlines, baggage mishandling was reduced from 18.88 bags mishandled per 1000 passengers in 2007 to 3.5 in 2020. This session will focus on critical pain points in the baggage world, the impact on customers and the financial aspect for the industry. The panel will talk about what the future holds in terms of innovation, improved baggage tracking, and the adoption of new technology and processes.
- Eleonore Wenzl-Bery – Project Manager, Lufthansa
  - Guillaume de Montessus – General Manager, Onet Airport Services
  - Sebastien Seruch – Head of Engineering Dept., Hub Luggage Division
  - Viktor Kusy – Senior Product Manager, SITA

- 11h45 – 12h15**    **Are best practices being followed?**  
Assaia will demonstrate how Artificial Intelligence observation can be used to monitor the IGOM procedures.  
• Christiaan Hen - Chief Customer Officer, Assaia
- 12h15 – 12h30**    **....and in 2023?**  
Closing, highlights and venue for 2023  
• Sean Fernandes – Senior Manager - Airport Services - Training & Compliance, Postholder Ground Ops Flydubai
- 12h30 – 13h30**    **LUNCH BREAK – Exhibition area**
- 13h30 – 15h15**    **Technical session for members of Charter of Professional Auditors (IGHC delegates are welcome to join)**  
New ramp checklist based on IGOM Ch 3 & 4 transition period from the current ISAGO to future vision  
• Steve Otterway – Manager Business Improvement, dnata  
• Jeroen Jaartsveld – Ground Handling Standards & Procedures expert, Air France / KLM  
• Caroline Odhiambo - Senior Manager Ground Ops Business Processes & Standards, IATA  
• Gurdeep Singh – Senior Manager Ground Ops Safety & Standards, IATA
- 15h15 – 15h45**    **COFFEE BREAK – Exhibition area**
- 15h45 – 17h30**    **(cont.) Technical session for members of Charter of Professional Auditors (IGHC delegates are welcome to join)**  
GSE maintenance & fleet validation transition period from the current ISAGO to future vision  
• Bartu Korgul – Head of GSE Planning, dnata  
• Harvey Sawyers, Head of Global Fleet Excellence, Swissport  
• Michiel Heikens – Project Manager GSE, KLM  
• Steve Savage – Senior Safety Data Analyst Ground Operations, IATA  
• Jessica Dawe – Manager Charter of Professional Auditors, IATA