

IATA CARGO EXPERTS CONFERENCE

Budapest, Hungary
23-24 September 2026

PHARMA & OPERATIONS PROGRAM



IATA CARGO EXPERTS CONFERENCE

**Three dynamic,
specialized tracks**

CARGO PHARMA & OPERATIONS

This two-day track will focus on the operational excellence and regulatory requirements of air cargo, with a particular emphasis on the safe, compliant, and efficient transport of pharmaceutical products by air. The program will explore end-to-end cargo operations, including ground handling, temperature-controlled logistics, quality management systems, risk mitigation, and contingency planning. Through expert presentations, case studies, and interactive discussions, participants will gain practical insights into industry standards, emerging operational challenges, and best practices for maintaining product integrity across complex global air cargo supply chains.

SAFETY & SECURITY

The Safety & Security agenda will focus on current and emerging threats, information sharing, and global oversight, to equip participants with actionable insights to strengthen risk assessment across air cargo supply chains. Through expert presentations and interactive discussions, the program will address critical topics such as geopolitical risk, the growing challenges of dangerous goods detection, the need for digital transformation and examining how the industry can further improve data quality, compliance, and efficiency.

DIGITAL CARGO

The Digital Track will explore how the air cargo industry can transform digital ambition into operational execution in an increasingly dynamic and interconnected world. This track will bring together airlines, freight forwarders, ground handlers, technology providers, and regulators to discuss practical implementation of digital solutions that enhance efficiency, transparency, resilience, and collaboration across the cargo supply chain. Through real-world case studies and interactive discussions, sessions will focus on topics such as ONE Record adoption, API-driven connectivity, AI and automation, cargo visibility, data quality, interoperability, and sustainability enabled through digitalization, while highlighting how industry standards and collaboration initiatives such as Cargo iQ are helping move the industry from innovation pilots to scalable operational reality.

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CARGO PHARMA & OPERATIONS

09:00 – 09:05

Welcome Address: Keynote Speech

Jozsef Kossuth, Cargo Director, BUD Airport

09:05 – 09:25

Operations and Pharmaceutical Priorities - the Value of Air Cargo

This session aims at describing the future trends in cargo operations and pharmaceutical transport. The delegates will be provided with an opportunity to provide their pain points and interact with experts to define the future roadmap.

Alina Fetisova, Regional Cargo Manager Europe, Middle East and Africa, IATA

09:25 – 09:40

Air Cargo Outlook

Air Cargo has again shown resilience in challenging times. Some regions have been affected more than others while air cargo stakeholders adapted trade flows.

Calvert Holt, Consulting Manager, Aevean

09:40 – 09:50

Transparent e-Commerce

E-Commerce has been for some time now a strong driver of air cargo growth. Our way of living has changed drastically with the spread of smart devices and the internet. The industry has now adopted the creation of a new Special Handling Code to enable visibility and services to capitalize on e-Commerce shipments.

Andre Majeres, Head of eCommerce & Cargo Operations, IATA

09:50 – 10:30

The Budapest e-Commerce Experience

One of the major key entry gate of e-Commerce into the EU is through Budapest. Why Budapest and how did the actors of the Budapest Airport community adapted operations to satisfy the requirements posed by the e-Commerce business.

**Moderator : Steven Polmans, SVP Cargo, Swissport
Stephan Asbreuk, Chief Growth Officer, Via Europe
Jozsef Kossuth, Cargo Director, BUD Airport**

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CARGO PHARMA & OPERATIONS

10:30 – 11:00 NETWORKING BREAK

11:00 – 11:20 **Pillar #1 – Pharma and Operations – Standard Update 2027**

In this session, we will provide a forward-looking update on the evolving pharma regulations and operational standards.

Valentina Abplanalp, Head of Special Cargo, IATA

Andre Majeres, Head of eCommerce & Cargo Operations, IATA

11:20 – 12:30 **The Ground Handling Agents Implementation Experience (with Q&A)**

There are hundreds of Ground Handlers at thousands of airports which poses a risk of deviation and errors. This session will focus on implementation, difficulties, and benefits for a standardized operations.

Moderator: Victoria Wrobel, Manager Cargo Policy & Safety, United Cargo

Paul Cheng, Executive Director Operations, Hactl

Haris Raza, Chief Operating Officer, dnata Cargo

12:30 – 14:00 NETWORKING LUNCH

14:00 – 14:25 **Resilience and Contingency planning in Pharma Supply Chain**

How compliance is supported when shipments need to be rerouted due to market changes, trade war.

Patricia Haas, Global Air Logistics Healthcare Product Lead, KN

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14:25 – 15:00

Removing Operational differences in Air Cargo Operations

In 2017, IATA published the first IATA Cargo Handling Manual (ICHM). The goal was and is still to standardize operations globally to provide the same level of services. However, some airlines still require something different. Why, and how can we simplify the way we do handling.

Moderator: Matthew Tang, Senior Manager eCommerce & Cargo Operations, IATA

Rani George, Sr Manager Customs and Authorities, Lufthansa Cargo

Jussi Mattila, Manager Global Ground Handling, Cargolux Airlines

Loys Azzouz, SVP Ops Management Systems and Procurement, WFS

15:00 – 15:30

Sustainable Cold Chain: Challenges and Opportunities

The pharmaceutical cold chain is under increasing pressure to reduce its carbon footprint, as the growing reliance on air transport for temperature-sensitive products drives the need to build more sustainable solutions, including the shift from active to passive packaging and the reduction of CO₂ emissions in air cargo.

15:30 – 16:00

NETWORKING BREAK

16:00 – 17:00

Panel: Handling Dual Temperatures Pharmaceuticals

What are the critical handling factors that impact pharmaceutical integrity? In this session, we will explore the importance of adhering to strict handling standards and the need for proactive intervention in case of deviations, as failure to do so can render the product unusable. We will also discuss the potential benefits of implementing dual-temperature requirements.

Moderator: Frank Van Gelder, Secretary General, Pharma.Aero

Nina Heinz, Service Delivery Director, MSC Air Cargo

Gergely Szorcsik, Director, Logistics Sourcing & Sustainability, Zoetis

Nick Harrold, Head of Operational Standards, Menzies Aviation

17:00 – 17:15

Closing Remarks of Day 1

Andre Majeres, Head of eCommerce & Cargo Operations, IATA

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09:00 – 09:45

Pillar #3 – Panel: Verification and Smart Compliance

Once a standard is applied, we need to verify the understanding in order to assess the correct use. Experts in certification will elaborate on the need and benefit of certification to reassure airlines and regulators. How can airlines leverage AI to enhance safety and efficiency while maintaining strict quality oversight.

Moderator: Adrian Palagyi, Cargo Development Manager, BUD Airport
Patricia Haas, Global Air Logistics Healthcare Product Lead, KN
Navot Hirschorn, Founder & Managing Director, PharmaGDP and AirQMS

09:45– 10:15

Smart Packaging and Data loggers - The benefits of Tracking Pharma shipments

Handling Active and Passive Packaging and the advantage of sensors and smart labels – AI SME for Pharma.

Chiara Venuti, Value Stream Owner, Tempmate

10:15 – 10:30

Rethinking Pharma Supply Chain Control in an Ever-Changing World

As pharmaceutical supply chains become more complex, maintaining control requires moving beyond static visibility toward a more dynamic understanding of risk and performance. Understand how ULD tracking data can help close the loop on Lane Risk and strengthen control.

Abedin Dula, Head of Airline Partnerships

10:30 – 11:00

NETWORKING BREAK

11:00 – 11:30

The Brussels Airport Use case on C&G Therapy shipping

C&G Therapy and Precision Therapy – This session will explore how logistics models evolve to support the rise of personalized medicine.

Isabelle Francois, External Consultant, Brussels Airport
Davide Scatorchia, Manager & Business Development, Air Cargo Belgium

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11:30 – 12:30

Panel discussion about what a standard should look like

Moderator: Valentina Abplanalp, Head of Special Cargo, IATA
Isabelle Francois, External Consultant, Brussels Airport
Davide Scatorchia, Manager & Business Development, Air Cargo Belgium

12:30 – 13:30

NETWORKING LUNCH

13:30 – 13:45

Fundamentals of a Secure Supply Chain

The key components of a secure supply chain are critical to achieving a high level of air cargo security. This session will explore best practices, emerging risks, and the role of collaboration in protecting global cargo flows.

Yves Mabbe, Corporate Security Director, Cargolux

13:45 – 14:05

Pharma in Motion: Balancing Security, Speed and Integrity

An overview of best practices for balancing time-critical delivery, temperature control and specialized handling requirements with robust, effective security.

Tanguy Bullier, Head of Security, Sats

14:05 – 14:45

Operations and Security: Evolving Mail Security

As threats continue to evolve, ensuring the security of airmail remains a critical priority. We will examine current security challenges facing the mail sector and explore opportunities to strengthen alignment with aviation security requirements, enhancing compliance, and supply chain integrity.

Moderator: Yves Mabbe, Corporate Security Director, Cargolux
Nicolas Ouakli, Cargo & Mail Screening Equipment, Global Solution Manager, CEIA
Agnieszka Kubiak, Senior Manager Customs and Authorities, Lufthansa

14:45 – 15:00

Transition to the next joint session

JOINT SESSION WITH SAFETY & SECURITY

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15:00 – 15:20

JOINT SESSION WITH DIGITAL CARGO

Cargo visibility & real-time data sharing across the supply chain.

This joint session will explore how ONE Record enables enhanced shipment tracking and real-time data exchange across the air cargo supply chain. With pharma as a key use case, experts will examine how improved visibility supports shipment monitoring, operational decision making and coordination among supply chain partners.

Lucas Nisi Alcantara, Head Product Management, Jettainer

15:20 – 15:40

Smart cargo facility, automation & digital handling operations

This session examines how automation and connected technologies are modernizing cargo handling and cargo facility operations.

Cherry Ho – Head of Customer Service – Hactl

15:40 – 16:00

Closing Remarks of Day 2

Valentina Abplanalp – Head of Special Cargo – IATA

Jonathan Parkinson – Head of Cargo Digitalization – IATA

16:00 – 17:00

Farewell coffee

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