

**IATA
GROUND
HANDLING
CONFERENCE**



**IATA
GLOBAL AIRPORT,
PASSENGER & ACCESSIBILITY
SYMPOSIUM**

Prague, Czech Republic | 16-18 November 2021



PRELIMINARY PROGRAM



TIME	SESSION	DESCRIPTION
15:00-17:00	BizZone (From 15:00)	
9:00-17:00	Industry Meetings (upon invitation only)	
18:00-19:30	Welcome Reception	

TIME	SESSION	DESCRIPTION
09:00 – 17:30	BizZone & Exhibition (AM)	
09:00 – 10:30	<p>OPENING</p> <p>What the Customer Wants</p>	<p>Welcome & Keynote Address</p> <p>Economics and Industry Outlook</p> <p>Presentation of the 2021 IATA Global Passenger Survey Results</p>
10:30-11:00	NETWORKING BREAK	
11:00– 12:30	FIRESIDE CHAT with CEOs	<i>Expectations for the travel journey in the post pandemic world: Learnings and Challenges</i>
12:30 –14:00	NETWORKING LUNCH	
14:00 -14:45	What does the future hold for air travel? – on the Ground	<p><i>Amidst significant challenges, the COVID-19 crisis has put greater focus on operational resilience and the need to accelerate sustainable innovations for the air travel industry. Building on the trend of digital transformation and automation will be critical to a sustainable and profitable air transport post-pandemic recovery.</i></p> <p><i>Advancement of off-airport activities, improving customer experience and efficiency with advanced processing, touchless interactions between passengers, airlines and airports and Ground Operations Digitalization and automation with access to trusted real-time data are critical concepts in this journey.</i></p> <p><i>This session will focus on the post-pandemic future building on those concepts to improve resilience, efficiency and flexibility for a sustainable air travel journey.</i></p>
14:45-15:30	What does the future hold for air travel? – in the Air	<i>A post-pandemic view on the complete air travel journey Technologies that will accelerate change</i>
1530 -16:00	NETWORKING BREAK	
16:00 – 17:30	<p>"Vaclavak" Market Place Discussions:</p> <p>Opportunities for our Industry</p>	<p><i>A networking discussion opportunity. Our moderators will facilitate peer to peer discussions on topics of interest.</i></p> <p><i>Delegates will move between tables and topics according to their interest, attending as many as they can within the time allowed.</i></p>
14:00 – 17:30	Security Session	<p><i>SeMS Competency and Compliance</i></p> <ul style="list-style-type: none"> • <i>SeMS Competency Test</i> • <i>HBS Project Update and Assessment of Screeners Competency</i> • <i>SeMS in cargo</i>
14:00 – 17:00	Industry Meeting (by invitation only)	

TIME	SESSION	DESCRIPTION
09:00 – 17:30	BizZone & Exhibition (AM)	
09:00 – 12:30	TRACK: ACCESSIBILITY	<p>#FlyInclusive rewind - a glimpse into 2020 and what's next for the airlines <i>Despite the devastating effects of the pandemic on air transport, people across the industry were determined to continue to work on accessibility initiatives, from developing industry guidance and continuing to build dialogue with the disability community, to exploring new technological innovations to make travel easier. Let's find out what the industry did in 2020 and what's still lacking.</i></p> <p>Policy and Regulation: What is in the pipeline? <i>Working with governments, airports and other partners on consistency in regulation will be a crucial foundational element for the years to come. What are the roles and responsibilities of the private and public sector and what is in the pipeline?</i></p> <p>Going beyond accessibility and embracing inclusion: understanding the disability perspective <i>How can the aviation industry help breaking down the physical and psychological barriers that hinder PWD to travel?</i></p> <p>Traveling as a person with a disability (business cases)</p> <p>Airlines' perspectives and business cases</p>
09:00 – 12:30	TRACK: PASSENGER EXPERIENCE	<p>Ready-to-Fly <i>Fantasy or imminent reality [off airport process – document check – border authorities]</i></p> <ul style="list-style-type: none"> • Definition of R2F • Introducing eVisa • Leveraging DTC • Can we hope for passengers' electronic pre-clearance <p>Contactless airports: <i>Accelerating the adoption of a new passenger process [airport process – biometrics – common use]</i></p> <ul style="list-style-type: none"> • New generation of self-service kiosks • Biometric recognition end-to-end • Has the COVID-19 crisis hindered or accelerated the adoption of modern processes

TIME	SESSION	DESCRIPTION
09:00 – 17:30	BizZone & Exhibition (AM)	
09:00 – 12:30	TRACK : GROUND OPERATIONS	<p>Restart Ground Ops -SWOT <i>The operation has restarted on the various pace. This sessions will focus identifying strength , weakness, opportunities and threats arising from the pandemic crisis. How the industry managed the change management including contractual changes.</i></p> <p>Onboarding of staff . <i>Challenges of keeping personnel' training current, when our industry faces a major reduction of manpower, including potential loss of expertise.. The Ground Operations Standards Task Force (GOS) has developed the ground operations training programs to set a minimum industry standards and we need to move its implementation .</i></p> <p>Simple safer ramp . <i>The Ground Ops Standards Task Force (GOS) has developed various guidance and enhance procedures to cope with the Covid crisis and restart. It is time to step back and rethink how to make the ramp processes, focus on the human factors, cost of injurie and figure out on how to perform the oversight when recourses on both sides are limited.</i></p>
09:00 – 12:30	TRACK: CYBER SECURITY	<p>Ready to face cyber-attacks? Crave for Culture & Awareness Learning! <i>Any idea of the latest, greatest cyber-attacks in the wild? Want to virtually experience some of without risking anything Learn how Cyber Security Culture and Awareness can help your operations.</i></p> <p>Sometimes with digital innovation comes new risks. Let supply chain risk hunting begin! <i>With the introduction of new technology in our environment. What is the current security landscape we face from this new supply chain? Dare to challenge the suppliers?</i></p>

TIME	SESSION	DESCRIPTION
12:30 – 14:00	NETWORKING LUNCH	
14:00 – 17:30	TRACK: ACCESSIBILITY	<p>IATA lab: Mishandling of mobility aids <i>The damage of assistive devices has been identified as an important topic that needs to be addressed and this will be a key area in the work going forward. all, along with travelers with disabilities. This crisis presents an opportunity for our sector and many others to build forward better to create a society that is more accessible and inclusive.</i></p> <p>SSR - Data, Process and Communication: <i>How can we improve communication between all parties involved (pax, airlines, airports, third party service providers, any other stakeholders...) in order to ensure passengers' needs/assistance required are met? What are the current issues? Why do they exist?</i></p> <p>A view on future trends</p> <p>Closing remarks</p>
14:00 – 17:30	TRACK : PASSENGER EXPERIENCE	<p>Contactless travel (baggage Session)</p> <ul style="list-style-type: none">• <i>Off-Airport processes and technologies</i>• <i>Handsfree travel – Door-to-Door delivery</i> <p>Modern Baggage Messaging</p> <ul style="list-style-type: none">• <i>World Tracer Distribution Next steps: From Type B to XML. Breaking the limits introducing new capabilities and standards, trials and IATA test platform – what it does, the benefits and how to join</i>• <i>Next steps: The Data Lake (or Swamp) – an opportunity for our industry</i>• <i>Next steps: Blockchain in baggage</i>

TIME	SESSION	DESCRIPTION
12:30 – 14:00	NETWORKING LUNCH	
14:00 – 17:30	TRACK: GROUND OPERATIONS	<p>Ground Support Equipment Automation & Environment <i>GSE – Helping the industry to reduce ground damage, injuries and emissions.</i> <i>A look at:</i></p> <ul style="list-style-type: none">• <i>The benefits of enhanced GSE, GSE maintenance and autonomous GSE.</i>• <i>An environmental study on GSE noise and CO₂ reduction by adopting new green technologies for GSE .</i> <p>Ground Operations Digitalization <i>The ramp is going digital! Gain insights on the new developments on the ramp for :</i></p> <ul style="list-style-type: none">• <i>Timestamps turnaround enabling accurate oversight of the turnaround process for optimization analysis.</i>• <i>New IATA Delay Codes aligned with the timestamp's turnaround and the realities of today's ramp</i>• <i>Digital Load Control's new schema which will significantly reduce loading errors and costs related to manual data entry</i>
14:00 – 17:30	TRACK: ONBOARD EXPERIENCE	<p>Addressing Customer concerns during Covid-19</p> <ul style="list-style-type: none">• <i>Changes in cabin service</i>• <i>Customer expectations</i>• <i>Customer compliance and unruly passengers</i>• <i>Challenges</i> <p>Emerging from the pandemic</p> <ul style="list-style-type: none">• <i>Innovation in design</i>• <i>Innovation in service delivery</i>• <i>Challenges to manage</i>

TIME	SESSION	DESCRIPTION
09:00 – 12:00	BizZone & Exhibition (AM)	
09:00 – 12:00	IGHC & GAPAS AM Closing Plenary	<ul style="list-style-type: none">• Keynote• Building the Workforce of the Future - Training/ Insight for Ground Handling – Accessibility – Environment• Industry Restart Innovator• Wrap Up & Closing