IATA WORLD CARGO SYMPOSIUM

Calgary, Canada
8 March 2027

FUTURE AIR CARGO EXECUTIVES SUMMIT AGENDA



Host Airport

YYC Calgary Airport

Host Airline

WESTJET

IATA

IATA WORLD CARGO SYMPOSIUM

Future Air Cargo Executive Summit

Monday, 8 March 2027

14h00 – 14h10 **Opening Remarks**

14h10 – 14h25 **Keynote: My Resilience Story**
Career lessons learned from navigating uncertainty, embracing opportunities, and leading through change. A senior industry leader shares personal experiences and practical insights on building resilience throughout a successful career.

14h25 – 14h40 **Digital but Disconnected: Why AI Agents Will Test the Air Cargo Ecosystem**
Air cargo has digitalized many processes, yet systems and stakeholders often remain disconnected. As AI agents take on a growing role in operations and decision-making, this session explores how the industry can adapt, collaborate, and build resilience in an increasingly AI-driven environment.

14h40 – 14:55 **Your New Teammate Is AI: Building Human Resilience in an Agentic Workplace**
As AI agents begin handling routine communication, coordination, and decision-making tasks, the role of humans is evolving. This session examines how professionals can adapt, develop new skills, and thrive alongside AI in the workplace of the future.

14h55– 15h30 **Fireside Chat: The Dark Side of AI? Ethics, Bias and Responsibility in the Age of Intelligent Systems**
As AI becomes more embedded in business processes, important questions arise around bias, transparency, accountability, and trust. Join an interactive discussion on the ethical challenges of AI and how organizations can ensure responsible adoption.

15h30 – 16h00 **NETWORKING BREAK**

16h00 – 16h15 **FACE White Paper Presentation: Turning Air Cargo Challenges into Actionable Solutions**
Discover the key findings and recommendations from the latest FACE White Paper, developed by emerging air cargo professionals from across the industry. The presentation will highlight practical ideas to strengthen resilience, foster innovation, and support the future development of air cargo.

16h15 – 17h25 **Workshop: Navigating Change, Crisis and Uncertainty**
In this interactive workshop, participants will work in groups to explore strategies for managing pressure, responding to crises, adapting to change, and maintaining resilience in challenging environments. Industry professionals will share practical advice, lessons learned, and recommendations that participants can apply in their own careers.

17h20 – 17h30 **Closing Remarks**

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