2ⁿᵈ IATA Passenger Standards Conference

Held as a digital event 3-4 November 2020
With online ballot for all voting items running 30 September 2020-18 November 2020

Minutes and Results of Voting Items

PSC/2020-12/8

Notes to the Minutes

The Passenger Standards Conference

In accordance with Article VI of the Provisions for the Conduct of IATA Traffic Conferences, notice of this meeting was given on 26 June 2020 by Memorandum PSC/2020-06/5.

All activities under the Passenger Services Conference and the Passenger Tariff Conferences were combined into a single structure, the Passenger Standards Conference. This Conference now manages all standards activity touching passenger processes (distribution, airport and financial) together with more general standards such as coding and scheduling. The Passenger Standards Conference is governed by Resolution 009.

Under the terms of Resolution 009, this meeting combined the 42nd IATA Passenger Services Conference, and the 2020 meeting of the Composite Meeting of Passenger Tariff Coordinating Conferences. This meeting was held jointly with the A4A Passenger Council, to form the 40th Joint A4A/IATA Passenger Services Conference (JPSC).

The Conference has ultimate decision-making authority over all standard setting activity within its scope. Every IATA member airline can participate and vote.

Voting Packages

The agenda contained easily identifiable grouping of voting items that were amendments to resolutions and recommended practices. These items are grouped by subject, and for large changes in standards will be presented as a package.

This procedure has been introduced in order to streamline the adoption of amendments, which have been unanimously agreed by the responsible specialist working groups, Committees and Boards reporting to Conference.

Packaged items were only published with the first agenda transmittal. At this time, members were asked to carefully review these packaged agenda items. To assist in identifying these items, they are identified in the table of contents and the agenda item number is lengthened with the addition of "/P".

Members were asked to request the removal of items contained within packages (if required) by 25 September 2020. **No such requests were received by IATA.**

Editorial Corrections

Editorial corrections advised before 25 September were noted in the second transmittal of the agenda. **No such requests were received by IATA.** A record of any subsequent editorial corrections was published as Working Paper 1 (WP1) on the IATA Standard Setting Workspace. **All voting items are deemed to have been adopted as presented in the Agenda, and subject to the amendments noted in Working Paper 1.**

Online voting

All voting items (including changes to Resolution and Recommended Practices, and other actions taken by the Conference) occurred by online ballot, separately from the digital event. The online ballot was hosted on the Standards Setting Workspace (SSW) platform. The online balloting period commenced on 30 September 2020 and closed at midnight Geneva time on 18 November 2020.

For voting items relating to Resolutions 011 – 312, only individuals accredited as their airline's Passenger Tariffs Conference representative (or their alternate) voted. This relates to ONE voting item only in this agenda, C4.5.1/P, which is a package of two Tariff items.

For **all other voting items** relating to all other Resolutions, Recommended Practices and other standards development activity, only individuals accredited as their airline's Passenger Services Conference representative (or their alternate) voted.

Members may view their accredited representatives at
https://www.iata.org/contentassets/c33c192da39a42fcac34cb5ac81fd2ea/accredited-reps.pdf

Members may make changes to these accreditations using the form at
https://www.iata.org/en/programs/workgroups/passenger-standards-conference/rep-appl-form/

or by contacting standards@iata.org

Please note that under the Provisions, changes to accredited representatives require the approval of the airline's Chief Executive Officer.

Participation in the Conference

Even though the Conference meeting occurred through an online ballot and digital event, the procedures for meetings outlined in the Provisions for Conduct at IATA Traffic Conferences was followed. This means that a record of the Member airlines participating in the Conference proceedings was required.

Accordingly, the accredited representative for each member airline voting was asked to vote **yes** to **a participation question**. Any member that voted yes to this question OR that abstained or voted no on any other question was deemed to be **participating in the Conference**. This process was followed separately for Services and Tariffs items.

Any member that was deemed to be participating in the Conference had their vote to all items recorded as **yes** unless they actively wish to record their vote as **no** or **abstain**.

Online Ballot Results

A [table of packaged voting items](#), which can be viewed in the [2ⁿᵈ Agenda Transmittal](#), requiring the Passenger Standards Conference approval was endorsed. The voting proceeded in form of online ballot via the IATA Standards Settings Workspace (SSW) as follows.

Passenger Services Conference Voting Summary

48 eligible organizations cast a vote to confirm their participation within indicated timeframe. Individual Items receiving comments are listed below.

- Aeroflot	- Avianca Costa Rica	- Hahn Air	- S7 Airlines
- Aeromexico	- Avianca Ecuador	- Hawaiian Airlines	- SAS
- Air Canada	- Bahamasair	- Icelandair	- Shandong Airlines
- Air Europa	- Cathay Pacific	- Japan Airlines	- Singapore Airlines
- Air France	- China Airlines	- KLM	- SWISS
- Air Serbia	- Czech Airlines	- Korean Air	- TACA
- Air Transat	- Delta Air Lines	- LOT Polish Airlines	- Thai Airways International
- Alitalia	- EgyptAir	- Lufthansa	- Turkish Airlines
- American Airlines	- EL AL	- Malaysia Airlines	- United Airlines
- ANA	- Emirates	- Philippine Airlines	- Vietnam Airlines
- Austrian	- Etihad Airways	- Qantas	- Vueling
- Avianca	- EVA Air	- Qatar Airways	- Widerøe

Passenger Services Conference Voting Item Comments

The following comments were received through the online balloting platform and were addressed by the Secretary on a case-by-case basis.

Item	Organization	Voting Selection and Comments (quoted from IATA SSW)
[B2](#)	SQ	Abstention - Not a participant in Plans Standards Board n/a
[C4.2.1e/P](#)	TK	Abstention - For the Item C4.2.1e/P: SSR Code YPTA – Young Persons Travelling Alone As TK, we accept 12-18 ages as Young Passenger. Item has not been accepted as there will not be an SSR code assigned for the ages between 12-15.
[D4.3.1](#)	BR	Abstention - After the conference we support the action stated in the agenda for this item, but can't find the option "YES", please help to adjust it.

Passenger Tariffs Conference Voting Summary

44 eligible organizations cast a vote to confirm their participation within indicated timeframe. Individual Items receiving comments are listed below.

- Aeroflot	- Avianca Ecuador	- Hahn Air	- S7 Airlines
- Aeromexico	- Bangkok Airways	- IBERIA	- SAS
- Air Astana	- British Airways	- Icelandair	- Singapore Airlines
- Air Canada	- Cathay Dragon	- Japan Airlines	- SWISS
- Air France	- Cathay Pacific	- KLM	- TACA
- Air New Zealand	- China Airlines	- Korean Air	- Thai Airways International
- American Airlines	- Croatia Airlines	- LOT Polish Airlines	- Turkish Airlines
- ANA	- Delta Air Lines	- Lufthansa	- United Airlines
- Austrian	- EL AL	- MIAT Mongolian Airlines	- Virgin Atlantic
- Avianca	- Etihad Airways	- Qantas	- Virgin Australia
- Avianca Costa Rica	- EVA Air	- Qatar Airways	- Widerøe

Passenger Tariffs Conference Voting Item Comments

There were no comments raised on the Tariffs voting item.

Digital event summary

Webinar Recording
Attendance at the digital event was open to all delegates from member airlines and eligible Strategic Partners. If you were unable to join us on the 3 and 4 November, a recording of the Webinar can be found here.

Questions raised during the Webinar
All Agenda items and Reports/Updates from the Management Boards were presented. The following questions arose during the Webinar:

A6 - Airline Distribution Advisory Forum
Amadeus commented on being the interim Chair for the Advisory Forum and sought clarification on going forward the election of an Airline Member Chair and the possibility of a physical event being held in 2021. He confirmed the support and interest of the Advisory Forum to collaborate on industry recovery opportunities for standards.

The Secretary thanked Amadeus and other members from the Advisory Form for their contribution and collaboration as value chain partners that support restart and demand recovery.

Action: Secretary to refer to responsible IATA Team regarding Chair and Physical Meeting for 2021.

A7 – Industry Tax Codes
KLM (KL) raised concern around the amount of available tax codes (which is less than 300) as reported in Agenda Item A7, and how in 8 to 10 years the codes would be completed depleted. The project needs to start with enough time to avoid future problems.

The Secretary echoed KL's sentiments, in saying yes this was a big issue in our industry. He referred this item back to the Ticketing Group and to the new Industry Taxation Group, the ATPCO-IATA Joint Tax Governance Group, a new group under the Pay-Account Standards Board that combines the efforts of IATA and ATPCO as they look at tax processes at an industry level.

Amadeus also asked if this item would be referred to the Industry Coding Group as there may be some overlap.

Action: Referred to the Ticketing Group and to the ATPCO-IATA Joint Tax Governance Group.

A10 – Industry Restart
Delta (DL) asked when it comes to testing protocols and other industry restart items, which board will pick this up? For example in messaging that's linked to booking a segment in a GDS: this could be the Plan Board or the Shop-Order Board. Which Board will lead and will there be message flow back to the Groups?

The Chair reverted saying that the PSC Steering Group will manage coordinating, collection and aligning in the monthly Steering Group Calls. A little bit of alignment was done this year in terms of standards and advocacy. But a takeaway would be to ensure that information flows back to all Boards and Groups and airlines under the conference on what's happening and provide comfort that everything is lined up.

Action: IATA and PSC SG to ensure alignment across the Boards, with ample flow back of information to Groups.

C4.1.2d - Amendments to Resolution 724

Emirates (EK) questioned if Agenda item C4.1.2d would be implemented with an early effective date or the standard effective date of June 2021?

IATA, Ionut Badea confirmed that this item does not have an expedited implementation date and will be effective as of 01 June 2021.

C4.5.1 – New Recommended Practice 1201

The Secretary clarified that the new Recommended Practice 1201 is intended to replace the Resolution 201. This voting item is to adopt the new recommended practice as part of the Pricing and Automation package and next year IATA will run a separate ballot to rescind the Resolution so that everything takes effect at the same time as of 01 June 2021.

Delta (DL) thanked the Secretary for this clarification.

Webinar Attendance

The attendance list for both days of the Webinar can be found here.