

**RESOLUTION 868****PASSENGER AGENCY CONFERENCE  
STEERING GROUP AND THE AGENCY  
ADMINISTRATOR**

△ PAC(58)868/(except USA)

Expiry: Indefinite  
Type: B

WHEREAS the Passenger Agency Conference Steering Group (PSG) analyses and makes recommendations to the Passenger Agency Conference on policy, budgetary and other issues under the jurisdiction of the Conference;

WHEREBY it is hereby RESOLVED as follows:

WHEREAS the Agency Administrator is the IATA official designated by the Director General as the holder of that office, or his authorized representative, and is responsible for the management of the Agency Programmes in accordance with the Rules and Resolutions of the Passenger Agency Conference, and has the authority to act in extraordinary circumstances;

**1. TERMS OF REFERENCE OF THE PSG**

**1.1** to recommend action to the Passenger Agency Conference in the light of changing regulatory and market conditions;

**1.2** to consider and recommend enhancements to business practices aimed at improving the industry distribution system;

**1.3** to review technological advances of benefit to the Agency Programme and in particular support the development of tools and techniques serving automation;

**1.4** to provide guidance to IATA including the Agency Administrator on managing the resources allocated to Passenger Agency Programme activities and for determining relative priorities;

**1.5** to provide guidance to the Secretariat with respect to industry distribution matters in between meetings of the Conference;

**1.6** to liaise with other IATA Conferences and Committees on behalf of the Conference on matters dealing with Passenger Agency Programme Activities;

**1.7** to report regularly to Conference, and make policy and organizational recommendations to improve the effectiveness of Passenger Agency Conference activities;

**1.8** to act on behalf of the Conference on urgent proposals affecting the programme provided always that any decision of the PSG will be subject to ratification by the Conference at either a regular meeting or where appropriate by electronic means;

**1.9** to review and endorse proposed mail votes prior to their issuance, to provide confirmation of the need for urgent resolution together with any recommendations to improve on the construction of the proposals;

**1.10** to create ad-hoc working groups and to address urgent issues which arise between conferences;

**1.11** designated representatives from the PSG will be nominated to the Passenger Agency Programme Global Joint Council (PAPGJC).

## 2. COMPOSITION AND MEETINGS OF THE PSG

**2.1** The PSG is comprised of:

- △ • the Chair and Vice Chair of the Conference;
- five (5) members from each Conference Area wherever possible, 2 members from the Financial Services Development Group (FinDev) whose Airlines are not currently members of the PSG;
- plus four additional Members at large;
- △ • Chairs of Conference working groups may be co-opted as members of the PSG.

**2.2** Members from each of the Conference Areas shall be elected for a term of three years. Additional Members may be elected by the Passenger Agency Conference to serve for a specific term.

△ **2.3** The PSG Chair shall be the Chair of the Conference.

**2.4** Secretariat support shall be provided by the designated IATA official plus other IATA staff he/she deems appropriate for the topics under discussion.

**2.5** Attendance at meetings shall be restricted to the designated representatives.

**2.6** Observers may be permitted to attend by invitation of the Chair.

**2.7** The PSG shall meet at least once a year, or in any event with sufficient frequency to ensure that it can fulfil its responsibilities.

△ **2.8** Emergency meetings may be called by the Chair as may be required to address extraordinary circumstances which affect the good order of the Agency Programme; such meetings may be held telephonically upon reasonable notice to the designated representatives.

**2.9** Failure of a delegate to attend two successive meetings will result in the loss of their seat, except where a valid reason is provided.

**2.10** All PSG Delegates must participate as a PAPGJC delegate, on a rotational basis, for terms of at least one year.

## 3. QUORUM AND VOTING

**3.1** Meetings shall be arranged so that at least a simple majority of the designated representatives—being the quorum—are able to be present.

**3.2** To the extent that formal voting is necessary, Steering Group decisions shall be taken by simple majority vote of members present.

## 4. AGENDAS AND MINUTES

**4.1** The call of meeting for a regularly scheduled meeting and the meeting agenda shall be circulated to Members of the Steering Group at least 14 days in advance of the meeting. The call of meeting for an emergency meeting and the meeting agenda shall be circulated to Members of the Steering Group at least 24 hours in advance of the emergency meeting. The designated IATA official for Passenger shall act as secretary to the meeting and shall publish minutes promptly following approval by the Chairman.

## 5. AGENCY ADMINISTRATOR

**5.1** The Agency Administrator is the IATA official designated by the Director General of IATA as the holder of that office, or his authorized representative, responsible for the management of the Agency Programme in accordance with the Rules and Resolutions as established by the Conference.

△ **5.2** The Agency Administrator has the autonomy to act in extraordinary circumstances to protect the interests of the Agency Programme. Any action taken in extraordinary circumstances shall be reported immediately to the PSG Chair and shall be reviewed by the PSG at the next meeting or at an emergency meeting if deemed appropriate by the PSG Chair.

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