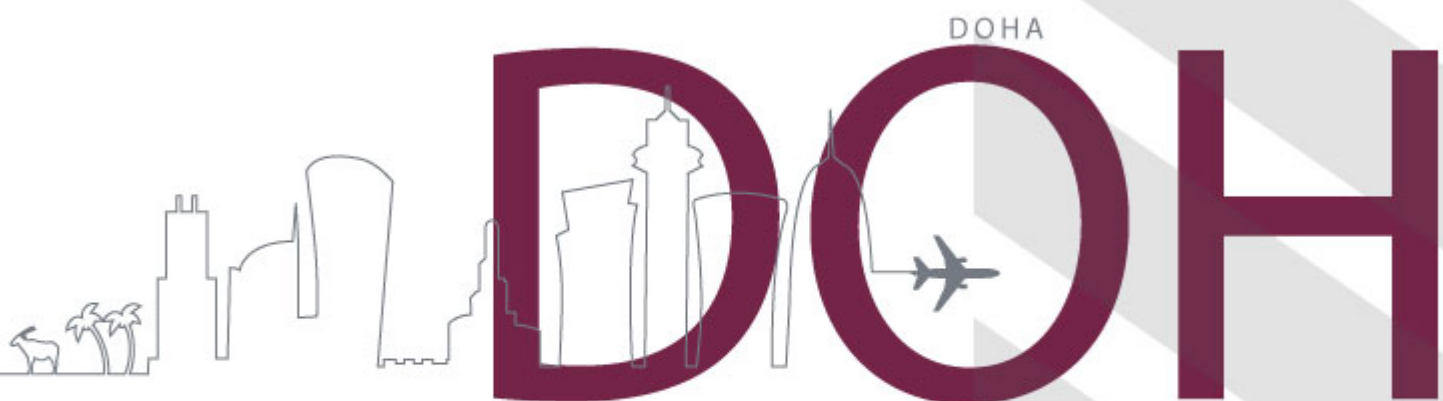


31st IATA Ground Handling Conference

Host Airlines: Qatar Airways and Qatar Aviation Services



IGHC
IATA GROUND HANDLING CONFERENCE

31ST IATA GROUND HANDLING CONFERENCE
22-25 APRIL 2018,
SHERATON GRAND DOHA RESORT & CONVENTION HOTEL
DOHA, QATAR



Sunday, 22 April 2018

Social Events

- | | | |
|----------------------|---|------------------------------|
| 17:15 - 17:30 | IGHC MEET AND GREET Informal networking with the IGHC Team and delegates leading into the Welcome Cocktail. | Foyer of La Veranda |
| 17:30 - 19:00 | WELCOME COCKTAIL If you wish to attend, please select the corresponding option in your registration. For assistance please contact iataighc@worldtekevents.com . | Restaurant La Veranda |

Conference Info

- | | |
|----------------------|------------------------------------|
| 10:00 - 19:00 | Delegates Registration Open |
|----------------------|------------------------------------|

Monday, 23 April 2018

Morning Sessions Track: Business and Development

- | | | |
|----------------------|--|----------------------------------|
| 09:00 - 09:30 | CONFERENCE OPENING Cultural program followed by the official opening. Speaker(s): Mr Joseph Suidan, Head of Ground Operations, IATA | Al Dafna Hall |
| 09:30 - 10:00 | GO PLACES TOGETHER Welcome from Host Speaker(s): His Excellency, Mr Akbar Al Baker, Qatar Airways Group Chief Executive, Qatar Airways Group | Al Dafna Hall |
| 10:00 - 10:15 | INDUSTRY ECONOMIC OUTLOOK Industry economic outlook, what we can expect to happen in our industry during the next few years. What business development, challenges and opportunities are airlines and handlers facing in this region? Speaker(s): Mr Nick Careen, Senior Vice President, IATA | Al Dafna Hall |
| 10:15 - 10:30 | WHAT'S ON THE IGHC PROGRAM IATA Antitrust Guideline IGHC program and conference organization. Speaker(s): Mr John Boggs, Conference Facilitator Director, N/A | Al Dafna Hall |
| 10:30 - 11:00 | Networking Break | Al Dafna Hall & Foyer |



11:00 - 11:45

IGHC INNOVATOR 2018

Al Dafna Hall

The introduction of the IGHC Innovator 2018 competition finalists. Building on the success of our first innovative thinking competition introduced in 2017, this promises to be a close race for the winner from a really good selection of innovative submissions.

Speaker(s):

- Mr Jose Luis Camara Palacios, CEO, International Boarding Solutions
- Mr Max Diez, CEO, Assaia International AG
- Mr Joe Ng, Executive, Technical Ramp, SATS Ltd.

Moderator:

- Ms Iva Pluhackova, Manager, Ground Operations, IATA

11:45 - 12:45

GROUND OPERATIONS OPPORTUNITIES

Al Dafna Hall

Every day about 140 000 flights bring people and goods to their destinations, each day some \$17.5 billion of goods travels by air. IATA forecasts that airlines are planning to boost their capacity by around 5.7% and Load factors are forecast to rise to a new record of 81.4% in 2018 as a result.

While the business is growing, where do we stand with safety, standardization and efficiency that we have talked about for a half decade or more? This panel will focus on what the key opportunities are to sustain and grow our business responsibly.

Speaker(s):

- Mr Steve Allen, DSVP UAE Airport Operations, dnata
- Mr David Anderson, Head of Operational Safety, Risk and Compliance, British Airways
- Mr Jon Conway, Director General, ASA

Moderator:

- Mr Nick Careen, Senior Vice President, IATA

12:45 - 13:45

Networking Lunch

Al Dafna Hall & Foyer

Afternoon Sessions

13:45 - 14:15

e-INVOICING IN SGHA 2018 - IMPROVE YOUR FINANCIAL PROCESSES

Salwa 1

Addressing GSP pain points when it comes to financial matters such as invoice processing and collection issues.

Speaker(s):

- Mr Bruno Roussel, e-Invoicing Standard Manager, IATA
- Karolina Siwik, Executive Process Architect, Lufthansa Global Business Services



13:45 - 14:45

SGHA 2018 WENT LIVE

Salwa 2

The latest version of the International Air Transport Association's (IATA) Standard Ground Handling Agreement (SGHA) went live on 1 January 2018.

While the SGHA is an effective and useful contractual tool for the industry, it is important to remember that it is a contract template providing a baseline, which gives the freedom to the contracting parties to adapt the agreement based on their mutually negotiated conditions.

Join this session to learn what has changed and how to use the SGHA effectively. Do not miss the opportunity to get insight on a new E-SGHA concept as well as to provide you feedback and shape a future.

Speaker(s):

Mr Christian Bergfelder, Director Network Airside & Airport Affairs Europe, DHL
Mr Carlos Cardiga, Senior Vice President Sales & Customer Service, Fraport AG

Moderator:

Ms Iva Pluhackova, Manager, Ground Operations, IATA

14:15 - 15:15

GSE POOLING - EXPERTS SHARE THEIR EXPERIENCE

Salwa 3

GSE availability and functionality influences the efficiency of handling operations and can lower the potential for flight delays and congestion on stand.

Luton airport launches their new collective initiative with handlers for the pooling of airside equipment by the end of May. IATA will introduce a new policy for the pooling and sharing GSE equipment in the next AHM edition.

Is a new trend of the GSE pooling and sharing a better way to ensure operational efficiency as well as can it make investments to a modern GSE more affordable for everyone?

Speaker(s):

Mr Liam Bolger, Head of Airside, London Luton Airport Operations Ltd
Mr David Cross, Quality & Safety Manager, easyJet

Moderator:

Mr William Bender, GSE Maintenance Program Manager, Air Canada

14:45 - 15:15

e-SGHA - THE ROAD TO DIGITAL TRANSFORMATION

Salwa 1

Explore the digital transformation of the Procurement to Pay process in ground operations. Share your feedback on pain points of the current process whether it be in tenders, SGHA, service acceptance, e-invoicing...

Speaker(s):

Mr Thomas Klein, Product Lead, IATA
Ms Iva Pluhackova, Manager, Ground Operations, IATA
Mr Bruno Roussel, e-Invoicing Standard Manager, IATA

15:15 - 15:45

Networking Break

Al Dafna Hall & Foyer



15:45 - 16:45

SECURITY SLA IMPLEMENTATION

Salwa 2

The key objective of this workshop is to discuss and develop a Service Level Agreement (SLA) in aviation security for different outsourced security functions/services based on existing practices, examples and lessons learned.

The focus will be on:

How the SLA concept could apply to different security services subcontracted under the SeMS principles.

Defining, assessing and evaluating acceptable levels of service in a fair and standardized manner.

Speaker(s):

- Mr Khalil Ahmed, Manager Security Regulatory Compliance, Qatar Airways
- Mr LIAZID BENKOUSSA, SENIOR VICE PRESIDENT GROUP PROCUREMENT, Qatar Airways
- Mr Bohdan Paszukow, Divisional Quality Control Manager, Securitas Transport Aviation Security

Moderator:

- Mr Adam Troczynski, Senior Manager, Aviation Security, IATA

15:45 - 16:45

EFFICIENT LOAD CONTROL

Salwa 3

Efficient Load Control can increase the efficiency of flights.

At this workshop we will provide insights on the work done by the Load Control and Aircraft Messages Technical Group (LCAM). It will look into the automation and analysis of aircraft load, the passenger and cargo loads, calculating fuel as well as effective data management to ensure that data are accurate, controlled and distributed in real time to avoid any safety risks.

Speaker(s):

- Mr Massimo Cicetti, Manager Ground Operation Standard & Safety, IATA
- Mr Graeme Dewdney, Manager Global Airside and standards, DHL
- Mr Thomas Klein, Product Lead, IATA
- Mr Gabor Talabos, Manager TRC and Loadcontrol, Qatar Aviation Services

Social Events

17:30 - 19:00

DROP AND WIN COCKTAIL

Drop your business card and win a prize.

Conference Info

07:30 - 17:00

Delegates Registration Open

08:00 - 19:00

Exhibition Open

Al Dafna Hall

Tuesday, 24 April 2018

Morning Sessions Track: Operations

09:00 - 09:15

GOOD MORNING IGHC

Al Dafna Hall

Day opening.

Speaker(s):

- Mr John Boggs, Conference Facilitator Director, N/A



09:15 - 09:30

INNOVATIVE EXCELLENCE FOR GROUND OPERATIONS

AI Dafna Hall

How to go beyond with operating under most challenging conditions while providing effective solutions for the customer. Implementing new innovative approaches and safety management systems to drive excellence in everything we do for ground operations – M. Murat Nursel – Senior Vice President, QAS will share their experiences of how they beat those challenges and more while striving for service excellence, as well as their strategical plans for future businesses.

Speaker(s):

Mr Murat Nursel, Senior Vice President, Qatar Aviation Services

09:30 - 10:30

AUTODOCKING WORKS!

AI Dafna Hall

This session tracks the lessons learned and follows the development of IATA's Aircraft Damage Prevention Requirements introduced two years ago.

Ground Support equipment and its operations cause 47% of all aircraft ground damage as reported in the IATA Ground Damage Database. The GSE Damage Prevention program has been developed to enhance GSE with modern technology in order to "Engineer out the Risks".

Since then a standard has almost been finalized on aircraft / GSE docking alignment markings for aircraft. Also GSE manufacturers have added sensors and auto-navigating systems to their equipment which is steadily entering service with ground handlers. This capability has been further enhanced to include prototype auto-docking

Join us to learn about the new technology and the standard and how it can help in the reduction of the aircraft damage.

Speaker(s):

Mr John Cameron, Business Development Director, Mallaghan Engineering
Mr David Cross, Quality & Safety Manager, easyJet
Mr Peter Esteie, Head of Ground Operations, Airbus

Moderator:

Mr Steve Savage, Senior Analyst, Ground Operations, IATA

10:30 - 11:00

Networking Break

AI Dafna Hall & Foyer



11:00 - 12:15

CHALLENGES OF AIRPORT MANAGEMENT

AI Dafna Hall

With the increasing air traffic over the next decade, there will be a growing demand for efficiently managed airports, addressing the traffic flow and apron congestion, providing automated terminals, hassle free security, sustainable buildings and environmental protection, as well as effective passenger transportation systems including parking facilities and connections to/from the city centers. Focus on Safety will remain a number one priority for regulators pushing airports to implement functioning SMS and oversight as well as facilitate the collaborative decision making environment and investments in new technologies.

This session will focus on the airlines and ground service providers' needs for the airport readiness as well as on challenges in the current and future airport management.

Speaker(s):

Mr Gordon Anyimu, Ag. Director, Ground Services, Kenya Airways PLC
Mohammed Aziz, Advisor to Chairman, Middle East Airlines
Mr Liam Bolger, Head of Airside, London Luton Airport Operations Ltd
Mr Andy Lord, Executive Vice President Europe, Middle East, Africa and India, Menzies Aviation plc

Moderator:

Mr John Boggs, Conference Facilitator Director, N/A

12:15 - 12:45

GROUND OPERATIONS - FROM A GSP PERSPECTIVE

AI Dafna Hall

Airport Service Association (ASA) is a global organization representing aviation service providers.

ASA's Director General will provide a handlers' perspective on ground operations as well as brief on how ASA works with regulatory bodies such as EU Commission or represents handlers' voice in various industry programs led by ICAO, IATA or others.

Speaker(s):

Mr Jon Conway, Director General, ASA

12:45 - 13:45

Networking Lunch

AI Dafna Hall & Foyer



Afternoon Sessions

12:45 - 14:15 ZAFIRE LUNCHEON WORKSHOP: CHANGING THE FACE OF GROUND OPERATIONS WITH IT! Salwa 1

Sponsored by: Zafire

14:15 - 15:15 SAFETY PERFORMANCE INDICATORS AND COST OF AIRCRAFT DAMAGES Salwa 2

Safety is the number one priority for airlines and handlers and yet, aircraft damage was sustained at a rate of 5.19 occurrences per 10,000 sectors, of which 69% were classed as "found" (not-reported) damages - as per IATA's GDDB outcomes.

This interactive workshop will provide inside information on the hot topics which the Airside Safety Technical Group is working on and which need industry input such as the development of an aircraft damage cost model as well as the establishment of standard leading and lagging safety performance indicators by which we can measure damage costs and safety performance at an industry level.

Speaker(s):

Mr Stuart Carmichael, Vice President Network Health & Safety Standards, Menzies Aviation plc

Mr John DeGiovanni, Managing Director-Corporate QA, Safety and Regulatory, United Airlines

Mr Michael Green, Manager, Network Ground Safety - Airports, WestJet Airlines

Moderator:

Ms Iva Pluhackova, Manager, Ground Operations, IATA

14:15 - 15:15 EVERYTHING ABOUT CARGO Salwa 3

By the time cargo arrives at the cargo facility, shippers and freight forwarders will have performed a number of operations and handovers which need to be communicated to the airline and their handling partners.

Once inside the cargo facility, those instructions need to be carried out in a saved and efficient manner and the goods once again handed over to one, two, sometimes three, different parties. With all these touch points, is it any wonder there is a confusion on which standards to follow?

This session will discuss handover between cargo and ground operations.

Speaker(s):

Mr John Dowds, VP Service Delivery (Cargo) - EMEAA, Worldwide Flight Services

Brendan Sullivan, Head, Cargo Operations, IATA

15:15 - 15:45 Networking Break AI Dafna Hall & Foyer



15:45 - 16:45

NEW IATA PRODUCTS WORKSHOP FOR GROUND HANDLERS

Salwa 1

The workshop will cover the best practices and latest solutions from IATA specifically geared towards ground handling community, with the following topics:

- Automating passenger document check with smart mobile apps.
- Using virtual reality (VR) in ground ops training.
- Automated dangerous goods acceptance process for air cargo.

The focus will be on how cutting-edge technology such as virtual reality and visual recognition is enabling IATA to deliver best practice solutions to ground handlers globally.

Audience Benefits:

Keep up to date with new technologies and emergent best practices in ground handling.

Speaker(s):

- Mr Christophe Gevrey, Product Manager, IATA
- Mrs Mariam Khojayan, Manager, Safety Program Promotion and Development, IATA
- Mr Dimitrios Sanos, Product Manager Airport & Ground Ops Training, IATA

Moderator:

- Mr Aras Kubilay, New Product Development Manager, IATA

15:45 - 17:15

THE FUTURE OF IGOM - DETERMINATION OF SAFETY CRITICAL PROCEDURES

Salwa 2

IGOM was established to address the complexity of multiple procedures and processes covering the same activities in ground operations with the aim of minimizing damage and injury occurrences primarily for ramp activities. To formalize this process, an opportunity to promote global implementation of the IGOM was introduced. This standardization and harmonization resulted in:

- Improvement of safety performance
- Development of an industry minimum level of safety standards
- Provide a recognition of equivalence for established airlines already subject to regulatory oversight

As the IGOM implementation progresses, the IGOM safety critical procedures will be constantly monitored and evaluated using the data provided by industry databases such as: Ground Damage Database (GDDB) and Safety Trend Evaluation Analysis and Data Exchange System (STEADES). This will allow the effectiveness of the existing procedures to be measured and will drive the continuous improvement (CI) of these procedures.

It will also provide an update on the Ground Operations portal project introduced in 2017.

Speaker(s):

- Mr Massimo Cicetti, Manager Ground Operation Standard & Safety, IATA
- Mr Jeroen Jaartsveld, Aircraft Handling Support Manager, KLM
- Mr Harald Mueller, Head of Aircraft Handling, Lufthansa Cargo
- Mr Gurdeep Singh, Manager Quality Standards & Compliance/Vice Chair IGOM TG, Qatar Aviation Services

Moderator:

- Mrs Caroline Odhiambo, Manager, Ground Operations Standards, IATA



Social Events

18:00 - 23:55

GALA NETWORKING RECEPTION

If you wish to attend, please select the corresponding option in your registration. For assistance please contact iataighc@worldtekevents.com.

Conference Info

08:00 - 19:00

Exhibition Open

08:30 - 17:00

Delegates Registration Open

Day opening.

Wednesday, 25 April 2018

Morning Sessions Track: Innovation and Technology

09:30 - 09:45

GOOD MORNING IGHC

Day opening.

Al Dafna Hall

Speaker(s):

Mr John Boggs, Conference Facilitator Director, N/A

09:45 - 10:45

NEXTT & RAMP OF THE FUTURE

In light of the projected doubling of air travel demand by 2036, new on-ground concepts are, and increasingly will be required to optimize the use of emerging technologies, processes and design developments.

Al Dafna Hall

IATA and ACI have launched common project New Experience in Travel and Technologies (NEXTT) which focuses on the off-airport activities, advanced processing and interactive decision making processes with aim to help deliver this future by developing a common vision to enhance the on-ground transport experience, guide industry investments and help governments improve the regulatory framework.

The Ramp of the Future is one of the element parts of NEXTT concept and this session will also touch on ramp automation, autonomous vehicles as well as digital transformation.

Speaker(s):

Ms Anne Carnall, Program Manager, Future Airports, IATA

Mrs Ksenija Kovacevic, Manager Airside Baggage and Transport, Qatar Aviation Services

Moderator:

Mr Joseph Suidan, Head of Ground Operations, IATA

10:45 - 11:15

Networking Break

Al Dafna Hall & Foyer

11:15 - 11:30

IGHC INNOVATOR - THE FINAL ROUND

And the Winner is ...

Al Dafna Hall

Moderator:

Ms Iva Pluhackova, Manager, Ground Operations, IATA



11:30 - 12:30

INNOVATION, TECHNOLOGY AND EVOLUTION OF THE PASSENGER TRAVEL JOURNEY **AI Dafna Hall**

The Passenger Experience is another key element of the NEXTT project.

Results of the IATA's 2017 Global Passenger Survey indicates that passengers want to be actively involved in the pre/post flight part of their journey. This behavioral change will result in demand for using a new technologies and automation as well as collecting and providing real time information.

This session will initiate a discussion on how these changes are affecting the way ground handlers are adapting they service offering / business models.

Speaker(s):

- Mr Michael Muzik, Airline Operations Consultant, Lufthansa Systems
- Mr Nazri Othman, Senior Vice President (Passenger Services), SATS Ltd.
- Mrs Uschi Schulte-Sasse, Senior Vice President Aviation, INFORM GmbH

Moderator:

- Ms Anne Carnall, Program Manager, Future Airports, IATA

12:30 - 12:45

IGHC TAKE AWAY

IATA's Senior Vice President Nick Careen summarizes outcomes of the IGHC 2018 to be action-ed by IATA and industry.

Speaker(s):

- Mr Nick Careen, Senior Vice President, IATA

12:45 - 13:00

SEE YOU NEXT YEAR

The official conference closing.

AI Dafna Hall

Speaker(s):

- Mr Joseph Suidan, Head of Ground Operations, IATA

13:00 - 14:00

Networking Lunch

AI Dafna Hall & Foyer

Conference Info

08:30 - 14:00

Exhibition Open

09:00 - 11:30

Delegates Registration Open