Welcome
NEW IATA PRODUCTS WORKSHOP FOR GROUND HANDLERS

Moderator:
Aras Kubilay, New Product Development Manager, IATA

Panelists:
⇒ Christophe Gevrey, Product Manager, IATA
⇒ Mariam Khojayan, Manager, Safety Program Promotion and Development, IATA
⇒ Dimitrios Sanos, Product Manager Airport & Ground Ops Training, IATA
MOBILE AUTOMATED DOCUMENT CHECK

S. Aras Kubilay, AvMP
New Product Development Manager, IATA
Passenger Document Check – Why?

- Airlines must ensure that each international passenger holds sufficient travel documents for their destination and transit points, or face fines
  - And they are increasingly pushing this responsibility to ground handlers

- IATA research shows that, on average:
  - 1 in 25,000 passengers is INAD, costing $3500 in fines and repatriation
  - Training and having staff to do manual document checks, and putting the necessary procedures in place costs $210 per 1000 passengers

$0.35 per international passenger
Passenger Document Check – How?

Option 1: Manual check of a small subset of passengers

- 10% of passengers are checked
- Inefficient
- Cost-intensive
- Interrupts passenger experience

- It’s impossible for an agent to know every rule for every nationality flying to any given airport, even if things seem obvious
- Passports of EU citizens, when traveling to the Netherlands:
  - Must be valid on arrival for Greeks
  - Can be expired up to 1 year for Germans
  - And up to 5 years for French
Passenger Document Check – How?

Option 2: Use an automated document check solution

- Such as IATA Timatic AutoCheck

- Timatic AutoCheck directly integrates into the DCS software, and checks every single passenger every time
Current Challenges

- Inconsistencies when handling multiple airlines
  - One airline offers automated document check in their DCS, while another does not
  - Passengers show up with their self-printed online or mobile boarding passes

- Traditional swipe-readers only recognize normal passports and some visas
  - How about a Taiwanese traveling to Hong Kong, do they have a “Tai Bao Zheng” permit?
  - Not to mention seaman, military, refugees, UN, Interpol…

- Providing service outside of check-in counters
  - Such as bag-drop, boarding gates, information desks, roaming agents
IATA’s Solution: **timatic Mobile**

A mobile app for agents to verify passenger travel document requirements for destination airport and transit points.

- Mobile verification of traveler’s passports, visas and many other documents
- All destination and transit regulations, such as:
  - Visa requirements
  - Document validity periods
  - Return / onward ticket needs
- Every nationality and every airport in the world
- Reliable and easy to use – no training required!
How does it work?

Timatic Mobile automatically scans travel documents, runs personalized Timatic AutoCheck queries and displays concise results – within seconds!
Timatic Mobile – Benefits

**Improved passenger processing, less overhead, less fines.**

- Simplify check-in, bag drop and boarding
- Seamlessly process passengers from different airlines
- Minimize immigration fines and costs
- Reduce training needs and operational overhead for agents
Timatic Mobile – Features

- Automatically scans passports, visas, residence permits, ID cards and more
- Clear “Board / Do Not Board” result with concise instructions for the agent
- Itinerary match through PNL import, preset routes or boarding pass scan
- DCS independent, available anywhere over regular Internet
Let’s see it in action!
Questions / Comments?
Thank you!
Find me at the IATA booth, or reach out: kubilaya@iata.org
VIRTUAL REALITY TOOLS IN OPS TRAINING

Dimitrios SANOS,
Product Manager Airport & Ground Ops Training, IATA
Current operational training is good, but…

- Passive
- Capacity and availability limitations
- Lacking most advanced technology
- Knowledge retention rate could be improved
- Evaluation remains very theoretical vs. operational
- Access apron (security and logistics)
- Training limited to daylight hours and subject to weather conditions
- Airside is noisy and dangerous, less conducive to training
- Aircraft or equipment not available all the times
- Trainees rarely experience irregular scenarios
Virtual Reality (VR) addresses these limitations

- Immersion in a 3D full-HD digital sound environment
- Realistic and interactive simulation of ramp
- Powerful and accurate user interface
- Full compliance with Airport Handling Manual (AHM) and IATA Ground Operations Manual (IGOM)
- Accessible anytime
- Easy to set-up and to use
Virtual Reality (VR) addresses these limitations

- A plug-and-play system
- Simple setup in a normal sized room (ideally 3x3 meters)
- Quick change between users for time-constrained training sessions
Our experience so far…

- Launch of RampVR™ in May 2017 with two modules
  - Aircraft Turnaround Inspection
  - Aircraft Marshalling
- Directly trained professionals: 233
- Additional users of the system:
  - Authorized Training Centers
  - Airports/ Ground Handlers
Our experience so far…

- Knowledge retention
- Access apron (security and logistics)
- Any time, under any weather conditions
- Restart, Pause, 3rd party view
- An aircraft in your room
- Unlimited realistic scenarios
Future IATA VR Modules

Updates/Upgrades
- More aircraft types
- Additional GSE
- Language versions
- Additional errors

New Modules
- Pushback Ops
- Aircraft Loading
- PBB Ops
- Cabin Security Inspections

www.iata.org/rampvr  www.iata.org/groundops
DANGEROUS GOODS AUTOCHECK

Christophe Gevrey
Product Manager, IATA
DG AutoCheck

- Automation of DG Acceptance Check Process
- Web and tablet based tool Shipper’s Declarations can be uploaded in electronic form or can be scanned from paper.
- DG AutoCheck will check the Shipper’s Declaration against the DGR.
- It will show the checker the required labels and markings for visual inspection of the package
- DG AutoCheck provides management oversight of all DG checks performed and an interface to your training certification database
Across the supply chain

- It facilitates checks at all stages
- It facilitates communication between parties, e.g. to the NOTOC or in case of rejection, issue reports to the shipper and forwarder.
Project Status

Preparation
- Project business case (May 2016)
- Industry requirements gathering
- Business requirements specification
- Vendor selection (RFP)

Implementation
- System development
- System Testing
- IGHC
- Pilot implementations (Q2 2018)

Product launch (Q3 2018)

Today
Benefits: Safety

- Acceptance Check quality is guaranteed and consistent with the DGR
- Personnel is directed to focus on exceptions such as state or operation variations
- Addendums to the DGR are immediately applied to the checks
- Personnel Cat. 6 certification is verified and if expired, access is blocked
Benefits: Process improvement

- DG Checking process significantly accelerated; estimated: 50% less time
- Ability to use electronic and paper formats allow for efficient processes
- Ability to send check results electronically to internal and external stakeholders such as message to the NOTOC or error reports to the shippers
- Ability to manage all check processes and reporting globally within your organization
- Reduced acceptance check times to allow for an overall reduction in shipment handling time
Benefits: Cost savings

- Direct cost of DG Checks have the potential to be reduced by 50%
- Improved regulatory compliance and automation will reduce cost of regulatory fines
- Post-processing of check filing, reporting and compliance analysis significantly reduced
Industry working group
Licensing options

- Corporate license for companies that process many DG consignments and multi-station operations
- Pay per Go for companies with fewer DG consignments and smaller in size
NEW IATA PRODUCTS WORKSHOP FOR GROUND HANDLERS

Mariam Khojayan
Manager, Safety Program Promotion and Development, IATA
SAFETY CULTURE
The key to unlocking your SMS
What is Safety Culture?

- Behaviour, group norms, standards and values, thinking habits of the organization

- Safety ‘personality’ of the organization
  “it’s the way we do things around here”
3.2.3.3 Recommendation. — States should establish a safety policy and safety objectives that reflect their commitment regarding safety and facilitates the promotion of a positive safety culture in the aviation community.

3.5.1 Recommendation. — States should promote safety awareness and the sharing and exchange of safety information to support, within the State aviation organizations, the development of a positive safety culture that fosters an effective SSP.
Background

- Measuring and continuously improving one’s internal safety culture is key for an effective SMS program

- Only a small number of organizations have an effective means to measure and demonstrate continuous improvement of their safety culture

- There is no ability to reference the safety culture levels in the industry globally

- Recognizing this gap, IATA initiated the development of the "I-ASC" (IATA Aviation Safety Culture) survey
Who is behind I-ASC / IATA?
Key Features

- Electronic survey – available on tablets and smart phones
- Includes comprehensive roll-out plan
- Offered in six official United Nations languages
- Standard report and debrief included
- High-level recommendations included in the report
- On-site assessment and development of an action plan available
Survey invitation and interface

Below are statements related to the Safety Culture in your organization. Please specify the extent to which you agree or disagree with each statement, on a scale of 1 (Strongly Disagree) to 7 (Strongly Agree) or select N/A if not applicable to you.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Mostly Disagree</th>
<th>Somewhat Disagree</th>
<th>Neither Agree nor Disagree</th>
<th>Somewhat Agree</th>
<th>Mostly Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>In my work unit, safety is always the top priority, even when the workload is high. The survey should take approximately 15 minutes to complete. It will ask about your view on the safety culture in your organization, as well as any improvement suggestions. Please provide your open and honest feedback. All survey responses will remain strictly confidential. SARILINE will have no access to any individual’s survey responses, either during the survey or upon survey completion. If you are unable to complete the survey once started, you can save your responses and re-access the questionnaire to complete at a later time. <strong>Start the survey</strong></td>
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<td>You may have any questions or concerns, or for technical inquiries, you may request assistance by clicking here.</td>
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Survey Structure

Organizational Sections Abbreviations used in tables and charts*:

• MNT: Aircraft Engineering and Maintenance
• CAB: Cabin Operations
• FLT: Flight Operations
• GRH: Ground Handling Operations
• DSP: Operational Control and Flight Dispatch
• ORG: Organization

ISAGO Organizational Sections:

• Organization and management
• Load Control
• Passenger and Baggage Handling
• Aircraft Handling and Loading
• Aircraft Ground Movement
• Cargo and Mail Handling

* As defined in the IOSA Standards Manual (ISM)
** May be replaced by ISAGO ORG Sections

22-25 April 2018, Doha, Qatar
Survey Structure

Sixty (60) standard survey statements

Nine (9) Safety Culture drivers

Two (2) statements on overall safety perception by employees

What is the relation between these areas …

…and the overall safety perceptions?

- Safety Awareness (SAW)
- Senior Management Commitment (SMC)
- Management Commitment (MAC)
- Employee Empowerment (EMP)
- Reporting and Feedback (RFB)
- Policies, Processes and Procedures (PPP)
- Communications (COM)
- Just Culture (JUS)
- Learning Organization (LRN)

My [organization] always puts safety first

My [organization] is one of the safest in the world

22-25 April 2018, Doha, Qatar
I-ASC
Aviation Safety Culture Survey
Sample Report
<table>
<thead>
<tr>
<th>DESTINATION</th>
<th>FLIGHT</th>
<th>ROWS</th>
<th>REMARKS</th>
<th>TIME DELAY</th>
<th>DESTINATION</th>
<th>FLIGHT</th>
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Executive Summary
Safety is Taken Seriously at [Company]

- Employee sentiment regarding the overall safety culture at [Company] is very high, across all organizational sections.

My organization always puts safety first

<table>
<thead>
<tr>
<th>Score</th>
<th>Average Score</th>
<th>(n=000)</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>5.9</td>
<td>7</td>
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</tbody>
</table>

My organization is one of the safest in the world

<table>
<thead>
<tr>
<th>Score</th>
<th>Average Score</th>
<th>(n=000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>

22-25 April 2018, Doha, Qatar
Executive Summary
The safety culture is stronger in some sections

• While generally high across the organization, the assessment of the safety culture by Cabin Operations employees is higher than average on all survey areas.

• Maintenance employees, on the other hand, gave much lower scores overall.
What really matters
Areas of Improvement

A more vocal commitment from MGMT
This chart maps the nine survey areas based on their performance (Total Agree score) and their importance, derived from their relation to overall safety perceptions. This highlights that commitment from management and senior management matter the most, but are among the lowest-rated areas by employees (relative to other areas).

Learning Organization: Keep up the good work
Statements relating to lessons learned and continuous improvement were met with high scores by employees, and contribute strongly to the overall feeling of safety.
Main Results
Performance by Organizational Sections

Cabin Operations and Flight Ops, as opposed to Maintenance

Results among respondents belonging to these two organizational sections were higher than average. Cabin Operations gave especially high marks on statements relating to Senior Management Commitment and Management Commitment. Maintenance employees, on the other hand, gave lower scores across most statements.

<table>
<thead>
<tr>
<th>Total Agree - Scores of 5-7</th>
<th>Hierarchy</th>
<th>Organizational Section</th>
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</thead>
<tbody>
<tr>
<td>Base: All Respondents</td>
<td>ADM</td>
<td>Front line</td>
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<td></td>
<td>XXX</td>
<td>XXX</td>
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<tr>
<td>Safety Awareness (SAW)</td>
<td>90%</td>
<td>72%</td>
</tr>
<tr>
<td>Policies, Processes and Procedures (PPP)</td>
<td>90%</td>
<td>77%</td>
</tr>
<tr>
<td>Learning Organization (LRN)</td>
<td>89%</td>
<td>73%</td>
</tr>
<tr>
<td>Just Culture (JUS)</td>
<td>88%</td>
<td>72%</td>
</tr>
<tr>
<td>Employee Empowerment (EMP)</td>
<td>87%</td>
<td>81%</td>
</tr>
<tr>
<td>Management Commitment (MAC)</td>
<td>85%</td>
<td>76%</td>
</tr>
<tr>
<td>Senior Management Commitment (SMC)</td>
<td>84%</td>
<td>76%</td>
</tr>
<tr>
<td>Communications (COM)</td>
<td>83%</td>
<td>62%</td>
</tr>
<tr>
<td>Reporting and Feedback (RFB)</td>
<td>77%</td>
<td>49%</td>
</tr>
</tbody>
</table>

Base: All respondents (n=000)

Table indicates scores 5+ points above average

Red indicates scores 5+ points below average
SECTION II
Management Commitment
SECTION V
Employee Empowerment
SECTION VI
Policies, Processes and Procedures
Section VIII
Safety Awareness
SECTION IX
Reporting and Feedback
What really matters
Proposed Actions

1. Recommendation 1
2. Recommendation 2
3. Recommendation 3
4. Recommendation 4
Thank You

to represent, lead and serve the airline industry
Gala Networking Reception Tonight