



# IGHC

IATA GROUND HANDLING CONFERENCE

**ROADMAP**  
MADRID, SPAIN | 26-29 MAY  
MARRIOTT INTERNATIONAL

2019



Sunday 26	Monday 27	Tuesday 28	Wednesday 29	Thursday 30 Friday 31													
<p><b>NEXTT Innovation Bootcamp</b> (12:00-19:00 by invitation)</p> <p><b>DELEGATES' BILATERAL MEETINGS</b> 12:00-17:30</p> <p><b>Welcome Cocktail</b> 17:30-19:00</p>	<p><b>NEXTT Innovation Bootcamp</b> (12:00-19:00 by invitation)</p> <p>Official Opening with Cultural Performance Welcome Addresses Ramp of the Future - Introduction 09:00-10:30</p> <p>Networking Coffee Break 10:30-11:00</p> <p><b>IGHC Innovator Competition</b> 11:00-12:00</p> <p>Networking Lunch 12:00-13:00</p> <p><b>SPONSORED WORKSHOP WITH LUNCHEON</b> 12:00-13:30</p> <p><b>Exhibition</b></p> <table border="0"> <tr> <td><b>Getting to know your Airlines</b> 13:30-15:30</td> <td><b>Ramp of the Future</b> 13:30-15:00</td> <td><b>Sustainable Ramp</b> 13:30-15:00</td> </tr> </table> <p>Networking Coffee Break 15:00-15:30</p> <table border="0"> <tr> <td><b>Making the Ground Operations Industry attractive for our Employees</b> 15:30-17:00</td> <td><b>The Future of the Passenger Process</b> 15:30-17:00</td> </tr> </table> <p>Cocktails with the Exhibitors - 17:00-18:30 Ground Operations Executive Summit Cocktail (By invitation only) - 17:40-19:30</p>	<b>Getting to know your Airlines</b> 13:30-15:30	<b>Ramp of the Future</b> 13:30-15:00	<b>Sustainable Ramp</b> 13:30-15:00	<b>Making the Ground Operations Industry attractive for our Employees</b> 15:30-17:00	<b>The Future of the Passenger Process</b> 15:30-17:00	<p><b>NEXTT Innovation Bootcamp</b> (10:30-18:30 by invitation)</p> <p>Day Opening Keynote Auditing Expediting the Air Cargo Ground Experience 09:00-10:30</p> <p>Networking Coffee Break 10:30-11:00</p> <table border="0"> <tr> <td><b>IATA Product Workshops</b> (see program for detailed schedule) 11:00-17:00</td> <td>Identifying, creating and presenting meaningful Safety Performance Indicators 11:00-12:00</td> <td>Driving competitive advantage through RFID in baggage (GOES) 10:30-13:30 11:00-12:00</td> </tr> </table> <p>Networking Lunch 12:00-13:00</p> <p><b>SPONSORED WORKSHOP WITH LUNCHEON</b> 12:00-13:30</p> <table border="0"> <tr> <td><b>Cargo Handling Manual Implementation</b> 13:30-15:00</td> <td><b>Security Culture - SeMS experience</b> 14:00-15:00</td> <td><b>Financial Back Office Process Standardization a Win Win for the Industry</b> 14:00-15:00</td> </tr> </table> <p>Networking Coffee Break 15:00-15:30</p> <table border="0"> <tr> <td><b>Standard Agreements &amp; SLAs</b> 15:30-17:00</td> <td><b>Catch the TRAM = Threat and Risk Audit Matrix</b> 15:30-17:00</td> </tr> </table> <p><b>Gala Networking Reception</b> 19:00-23:30</p>	<b>IATA Product Workshops</b> (see program for detailed schedule) 11:00-17:00	Identifying, creating and presenting meaningful Safety Performance Indicators 11:00-12:00	Driving competitive advantage through RFID in baggage (GOES) 10:30-13:30 11:00-12:00	<b>Cargo Handling Manual Implementation</b> 13:30-15:00	<b>Security Culture - SeMS experience</b> 14:00-15:00	<b>Financial Back Office Process Standardization a Win Win for the Industry</b> 14:00-15:00	<b>Standard Agreements &amp; SLAs</b> 15:30-17:00	<b>Catch the TRAM = Threat and Risk Audit Matrix</b> 15:30-17:00	<p>Good Morning Coffee 09:30-10:00</p> <p>Day Opening Our 2019 IGHC Innovator is... NEXTT Innov. Bootcamp Outcomes Keynote - Aviation Jobs Fully Ramped Up for the Future Where to next? 10:00-12:45</p> <p>Networking Lunch 12:45-13:45</p> <p><b>RAMP OF THE FUTURE WORKSHOP</b> 13:30-16:00</p> <p><b>Personal Development (IATA Training)</b> 13:30-17:00</p> <p><b>Safety Management System for ISAGO</b> 13:00-17:00</p>	<p><b>Personal Development Training</b></p> <p><b>Cargo Meeting</b></p> <p>Emergency Planning</p> <p>A-CDM in Airport and Ground Ops</p> <p>SGHA-SLA and effective negotiation</p> <p>Baggage Tracking</p> <p>Security Management Systems- SeMS 09:00-17:00</p> <p><b>THURSDAY 30th May:</b> <b>Safety Management System for ISAGO</b> 09:00-17:00</p>
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**Plenary & Parallel Sessions:** high level presentations and panel discussions and interactive sessions with the delegates (included in the IGHC fee)

**Exhibition:** meet exhibitors to keep updated with the newest technology and their solutions for your business (included in the IGHC fee)

**Industry and Executive Meetings:** closed-door meetings (by invitation only)  
**Bilateral and One-to-One Meetings:** formally scheduled and facilitated one-on-one meetings

**Networking:** informal networking with delegates during daily Coffee and Lunch breaks, Cocktails and Gala Reception (included in the IGHC fee)

**Post-event workshop:** shape the industry and get involved in the development of the concept (complimentary for IGHC attendees)

**IATA Training:** choose your best topic and go into more details with industry specialist (discounted rate for the IGHC delegates)