

31ST IGHC – DOHA – DAILY TAKEAWAYS

MONDAY

CONFERENCE OPENING – GO PLACES TOGETHER

The 31st IATA Ground Handling Conference opened with welcome remarks from Akbar Al Baker, Group Chief Executive Officer of the Qatar Airways Group on behalf of the hosts Qatar Airways and Qatar Aviation Services. His remarks as well as accompanying videos documented the progress made by these organizations over the past 20 years.

INDUSTRY ECONOMIC OUTLOOK

Global economic conditions remain strong in 2018 creating a favorable environment for financial performance of airlines and related businesses. The industry typically does well when economies and demand for air transport are strong. The stronger than expected economic upturn has already produced better than expected airline profits in 2017 and bodes well for performance in 2018. Clearly low fuel costs have boosted profitability and return on capital, continuing a trend that started in 2015. The latest IMF forecasts point to continuing improvement in the global economic outlook over the next 5 years, led by the world's emerging markets.

IGHC INNOVATOR

The three IGHC Innovator competition finalists provided an overview of their entries: Assaia Turnaround Cockpit from Assaia International, Cabin Baggage Checker from International Boarding Solutions and Smartwatches for Technical Ramp operations from SATS. These excellent innovative ideas, sparked discussion between the delegates as they considered which one to select as the winner for 2018.

GROUND OPERATIONS OPPORTUNITIES

This panel discussion focused on the ground operations opportunities in years to come. The Ground Operations Group (GOG) priority is the IGOM adoption (with some airlines allowed deviations) and automation. The GOG wants to create a comprehensive road map for all IATA ground operations technical groups so they can work together on standardization, innovation and automation. The panel agreed that innovation is the way forward. While new ideas are being adopted for “above the wing”; however, progress is not as rapid for “under the wing” operations. Passenger experience is more advanced as it is more glamorous (“sexier”) and customer demands are more visible so there has been more investment. Automation should eventually also address the attrition/turnover in the ground handling workforce as ground service providers will require a different type of work with emphasis on data analytics and managerial functions instead of physical activity. Concerns from the audience included airlines pushing for the shorter turnaround times which support safety behavior and airframe manufacturers designing and building aircraft with bulk instead of containerized cargo holds – a block to automation for the life of these aircraft, likely as much as 40 years into the future.

e-INVOICING IN SGHA 2018

An interactive session took place in which 15 pain points of the procurement-to-pay process were identified. The focal points centered on the finance and contract part of the process. All participants and the wider industry population will receive a survey after the IGHC to understand the extent of the challenges raised.

SGHA 2018 WENT LIVE!

Around 100 delegates attended the session to learn about the main changes in the SGHA 2018. The changes such as prohibition of self-handling, payment in case of airline insolvency or increase of charges in case of mandatory increased changes were presented.

GSE POOLING – EXPERTS SHARE THEIR EXPERIENCE

Two speakers from London Luton airport detailed their move to GSE Pooling starting in 2014. Implementation of the concept has generated significant benefits including a 40%+ reduction in ramp congestion. 95%+ reduction in equipment damage as well as cost savings in staffing, fuel consumption and operator training. The question of liability was raised: any aircraft damage due to ground equipment is the responsibility of the equipment provider. GSE equipment damage is responsibility of the operator and their GSP. Identity is based on card swipe access required for access.

SECURITY SLA IMPLEMENTATION

Interesting discussion on the Security SLA concept that allowed participants to learn about the experiences of both, the customer airline and the provider. Wide range of areas where the SLA concept could apply was presented, including ways in which to monitor performance.

EFFICIENT LOAD CONTROL

A packed audience took part in this session where key load control questions were raised. The Weight & Balance Information Center (WBIC) concept was presented showcasing what the current process is and what the WBIC aims to achieve and its benefits. To get more information on WBIC, a webinar is available on www.iata.org/lcxml.

TUESDAY

INNOVATIVE EXCELLENCE FOR GROUND OPERATIONS

Mt. Murat Nursel, Senior Vice President for Qatar Aviation Services provided an overview of how to go beyond expectations while operating under challenging conditions to provide effective solutions for customer airlines and their passengers. QAS has implemented innovative approaches as well as adopting IGOM and other IATA standards and best practices. Mr. Nursel shared their experiences and strategies used to beat the challenges and achieve outstanding results.

AUTODOCKING WORKS!

Starting from discussions at IGHC 2014, the concepts of adding anti-collision protection to GSE were introduced as a concept for minimizing aircraft damage from ground equipment. In advance of the 1 July 2018 effective date for AHM 910, 913 and other equipment specific AHM chapter 9 sections, this session demonstrated that we have moved to a point where this equipment is a reality. It has even moved beyond that where proposed standardized equipment alignment markings positioned on the aircraft fuselage allow sensor equipped GSE to position itself at the aircraft. Specific details on SAE standard aircraft markings and examples of prototype equipment such as high lift restricted mobility vehicles and passenger stairs that can auto-dock at the aircraft, were provided. The benefits of reduced damage, particularly for new composite aircraft structures and prevention of injuries were detailed during the session, which also encouraged all sectors of the industry involved (airlines, equipment manufacturers and users such as airports and ground service providers) to gear up towards adopting these measures.

CHALLENGES OF AIRPORT MANAGEMENT

Airlines and GSP have common concerns about traffic growth, safety and costs. They share the common working home of the airport. The airport owners/operators have these concerns but also have obligations to their community to provide connectivity and be acceptable neighbors to those living and working around the airfield. The panel discussion with representatives of all three stakeholders explored the shared challenges as well as potential direction for progress. The consensus view was that three key avenues for progress were available: partnership, cooperation and standardization. Specific examples were detailed concerning successful application of these to benefit all three parties as well as the travelling and shipping public.

GROUND OPERATIONS – FROM A GSP PERSPECTIVE

Jon Conway, Director General of the Airport Service Association (ASA) provided a ground handler's perspective on their role and evolving position in the commercial aviation value chain. He detailed how ASA, established in 1974, works as the trade association representing GSPs, large and small, around the globe at other industry associations and with regulatory bodies. The ground handling industry landscape is changing as the outsourcing of ground operations by airlines, shows little sign of slowing, with recent forecasts suggesting 70% of global handling will be undertaken by the independent sector by 2022. He looked at what the future may hold for the GSP sector with technology and innovation requiring it to constantly re-invent itself to remain viable and relevant.

SAFETY PERFORMANCE INDICATORS AND COST OF AIRCRAFT DAMAGES

During the workshop, the Airside Safety Technical Group demonstrated how the IATA Ground Damage Database data is used to address and mitigate aircraft damages and improve industry standards. They also showed how an individual company can benchmark and measure their safety performance. The

session also gathered industry input on the Safety Performance Indicators that the delegate's companies monitor and measure within their Safety Management Systems and Service Level Agreements.

EVERYTHING ABOUT CARGO

Air cargo is experiencing positive growth with opportunities in key commodities such as pharmaceuticals and cargo flows such as e-commerce. These opportunities are not without challenges. The session explored some of the key challenges on infrastructure, capacity and outdated processes. The session gathered industry input on their pain points, such as ULD Build, including by external (non-airline) parties, and wanted to ensure that these programs reduced industry complexity and potential for risk. It also shared some of the key industry initiatives being explored or implemented today, such as Cargo Facility of the Future, Smart Facility, OneRecord and more.

NEW IATA PRODUCTS WORKSHOP FOR GROUND HANDLERS

Four subject matter experts from different areas in IATA shared some of the latest developments in IATA products and services that will directly benefit ground handlers. They also discussed key industry trends and best practices. The participants had the chance to be exposed to a wide range of topics and to initiate discussions both among themselves and with the different IATA SMEs on stage. The four products covered within the workshop were:

- **Timatic Mobile**, a mobile application for handling agents to automatically scan passenger travel documents for immigration regulations compliance.
- **Ramp VR**, a virtual reality training tool that can simulate a variety of real airport environments and scenarios.
- **Dangerous Goods AutoCheck**, a solution to automatically evaluate shipments and facilitate compliance with relevant regulations during dangerous goods acceptance
- **IATA Aviation Safety Culture Survey**, a methodology to measure and improve aviation safety throughout an entire organization.

THE FUTURE OF IGOM – DETERMINATION OF SAFETY CRITICAL PROCEDURES

IGOM was established to address the complexity of multiple procedures and processes covering the same activities in ground operations with the aim of improving 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 was demonstrated by the speakers representing both the airline and ground handling sectors. The benefits of IGOM have included improvement of safety performance, mitigation of potential regulatory control, simplified oversight. It has also facilitated establishment of an **industry minimum level of safety standards** to support developing regions and provided a recognition of equivalence for established airlines already subject to regulatory oversight. The applicability of IGOM to cargo operators was also highlighted by the speakers. The future of IGOM is based on the determination of IGOM Safety Critical Procedures in line with global aviation standards as adopted from the ICAO annex 19 Safety Management Systems (SMS) principles. Supporting data such as Ground Damage Database (GDDDB) and Safety Trend Evaluation Analysis and Data Exchange System (STEADES) has also been considered in evaluating the risks associated with non-adherence of procedures. The concept of "deviation" from the IGOM by an operator based on risk assessment or risk analysis was highlighted by the speakers.

WEDNESDAY

NEXTT AND THE RAMP OF THE FUTURE

IATA and ACI have launched a joint project known as New Experience in Travel and Technologies (NEXTT) to take advantage of new technology and innovation to cope with expected growth in air transport as well as to improve the passenger experience. Key elements include integration of off-airport activities, advanced processing and interactive decision making. These are expected to enhance ground activities and help guide governments to improve the regulatory framework. Qatar Aviation Services and SATS showcased in-house solutions in line with innovations for Ramp of the Future touching on baggage solutions and ramp automation.

IGHC INNOVATOR

The winner of the final round in the IGHC Innovator 2018 was Smartwatches for Technical Ramp Operations from SATS. The award for this excellent initiative clearly shows there is a great appetite for introducing new technologies for ramp activities amongst the delegates. The other finalists were also recognized with second place awarded to the Assaia Turnaround Cockpit from Assaia International and the third place going to the Cabin Baggage Checker from International Boarding Solutions.

INNOVATION, TECHNOLOGY AND EVOLUTION OF THE PASSENGER TRAVEL JOURNEY

Based on IATA's 2017 Global Passenger Survey, it is clear that passenger preferences will drive changes in pre/post flight journey processes. This behavioral change will result in adoption of new technologies and automation as well as allowing collection and distribution of real-time information during the trip. The panel discussion highlighted the importance of feedback from the passengers and how this will modify ground handling to adapt to customer needs.