

IATA

WORLD SAFETY

& OPERATIONS

CONFERENCE

Marrakech, Morocco
1-3 October 2024

PROGRAM

Host airline



المخطوط الملكية المغربية
royal air maroc



IATA WORLD SAFETY & OPERATIONS CONFERENCE

Day 1, Tuesday 01 October

Location: Auditorium des Ministres

PLENARY

08:00 – 10:00

REGISTRATION OPEN

Welcome Coffee sponsored by Boeing
Exhibition



10:00 – 12:30

WSOC Opening Plenary Cultural Show

Conference Welcome

- Mark Searle, Global Director, Safety, IATA

Opening Speeches

- H.E. Mr. Mohammed Abdeljalil, Minister of Transport and Logistics of Kingdom of Morocco
- Abdelhamid Addou, Chair and CEO, Royal Air Maroc
- Michele Merkle, Director, ICAO Air Navigation Bureau

Opening Plenary Panel Discussions

“Leveraging Innovation and Technology to Optimize Airline Performance”

The panel will discuss how airlines identify, and utilises, innovation and technology to deliver greater efficiencies, support global sustainability goals, and enhance the customer experience.

Moderated by **Nick Careen, SVP, Operations, Safety and Security, IATA**

- Abdelhamid Addou, Chair and CEO, Royal Air Maroc
- Mesfin Tasew Bekele, CEO, Ethiopian Airlines
- Marc Parent, CEO, CAE
- Willie Walsh, Director General, IATA

“Managing Safe and Efficient Operations impacted by Global Events”




Challenges with global events, such as conflict zones and IT failures, all impact safe and efficient airline operations. In advance of dedicated tracks on Safety, Flight Operations, Cabin Safety and Crisis Management, the panel will discuss some of the issues currently being faced and how these should be managed collectively.

Moderated by **Matthew Vaughan, Director, Aviation Security & Cyber, IATA**

- James Coventry, Managing Director, Global Aviation and Space, WTW
- Yannick Malinge, SVP, Head of Aviation Safety, Airbus
- Elmarie Marais, Chief Executive Officer, GoCrisis





#IATAWSOC

IATA WORLD SAFETY & OPERATIONS CONFERENCE

PLENARY				
12:30 – 14:00	Lunch Break sponsored by Royal Air Maroc Exhibition			
12:45 – 13:30	Lunch Workshop hosted by Airpartner (Baines Simmons & Kenyon emergency Services) Location: Karam 1			
14:00 – 17:30	Safety Click to see Program	Cabin Operations Click to see Program	Flight Operations Click to see Program	Crisis Management Click to see Program
17:30	Welcome Cocktail sponsored by Airbus Exhibition			

Day 2, Wednesday 02 October

Location: Auditorium des Ministres

08:00 – 08:45	Breakfast Workshop hosted by Comply365 Location: Karam 1			
09:00 – 17:30	Safety Click to see Program	Cabin Operations Click to see Program	Flight Operations Click to see Program	Crisis Management Click to see Program
12:30 – 14:00	Lunch Break sponsored by NAV Canada Exhibition			
12:45 – 13:30	Lunch Workshop hosted by GE Aerospace Location: Karam 1			
14:00 – 17:30	Safety Click to see Program	Cabin Operations Click to see Program	Flight Operations Click to see Program	Crisis Management Click to see Program
19:00	Networking Dinner sponsored by Royal Air Maroc			

#IATAWSOC

IATA WORLD SAFETY & OPERATIONS CONFERENCE

Day 3, Thursday 03 October

Location: Auditorium des Ministres

08:00 – 08:45	Breakfast Workshop hosted by WTW Location: Karam 1			
09:00 – 12:30	Safety Click to see Program	Cabin Operations Click to see Program	Flight Operations Click to see Program	Crisis Management Click to see Program
12:30 – 1400	Lunch Break Exhibition			
12:45 – 13:30	Lunch Workshop hosted by BEAMS Location: Karam 1			
PLENARY				
14:00 – 16:00	Joint Closing Plenary Executive Panel “Capturing the Next Big Thing in Innovation and Technology” In an era of rapid advances in innovation and technology, the panel reflect on Conference discussions and highlight areas where the largest opportunities lie and how, within the aviation regulatory framework, we can become more agile to allow early, but safe, adoption. Panel moderated by Mark Searle, Global Director, Safety, IATA <ul style="list-style-type: none"> Yannick Vanhecke, VP Accident Investigation and Prevention, Airbus Jesper Rasmussen, Flight Standards Director, EASA Pascal Tea, President Palantir Technologies France, Palantir Marie-Pier Berman, Vice President & Chief of Operations, Nav Canada Closing Keynote Speaker <ul style="list-style-type: none"> Jennifer Homendy, NTSB Chair Closing Remarks <ul style="list-style-type: none"> Hicham El Filali, Vice President Quality, Security & Safety, Royal Air Maroc Join us for the Raffle! Closing and Next Destination WSOC 2025 Host Airline CEO & President’s Remarks			
16:00	CONFERENCE ENDS			

[Click here to see details of all optional workshops.](#)

#IATAWSOC

Embracing Innovation and Technology for Safe and Efficient Operations

IATA WORLD SAFETY & OPERATIONS CONFERENCE

Safety - Day 1, Tuesday 01 October

Location: Auditorium des Ministres

SAFETY TRACK

14:00 – 15:20

Session 1 – IOSA Insights and developments

14:00 – 14:20

IOSA Insights and Development

Join IATA as they provide an overview of the current learnings and developments in Risk-based IOSA and how we can learn from impactful audit results.

- **Serkan Simitcioglu, Head IOSA, IATA**

14:20 – 14:50

Collaboration and Information Exchange

From the co-founder and CEO of Open Social, understand how other networks and communities collaborate on platforms today and what are the opportunities for airlines, regulators, and other stakeholders that collaboration will unleash.

- **Taco Potze, co-founder & CEO, Open Social**

14:50-15:20

Audits and Technology

Understand, from a panel airline and tech experts, how the platform will benefit a technology driven audit program, airlines code sharing and wet-leasing with and for another, and regulators that aim to apply efficient oversight processes.

Session moderated by **Serkan Simitcioglu, Head IOSA, IATA**

- **Taco Potze, co-founder & CEO, Open Social**
- **Virginie Allard, Head of AF partners' oversight & International Coordination, Air France**
- **Eduard Ciofu, Flight Standards Deputy Director, EASA**

15:20 – 16:10

Networking Break sponsored by Boeing
Exhibition



16:10 – 17:30

Session 2 – Safety Risk Global picture

16:10 – 16:40

The Global Safety Risk Picture and Risk-Based Audits

An update on the IATA Safety Risk Framework, global risk picture, and SRAs. Highlighting IATA priorities, key controls, and supporting activity. Delegates will be provided with insights into global risk and related hazards.

- **Mark Vincent, Head Safety Risk & Quality Assurance, IATA**

IATA WORLD SAFETY & OPERATIONS CONFERENCE

SAFETY TRACK

16:40 – 17:10

The IOSA Journey– through the Eyes of IOSA Auditors

Join a panel where Risk-based IOSA auditors will share their journey in the IOSA program's transition. Auditors will reflect on the transformation and the risk-based approach through their eyes, and share experiences and lessons learned.

Understand what success means for an IOSA auditor, how technology plays a role today, and explore with the panellists what is required from the next generation auditors.

Session moderated by **Beat Jund, Senior Manager Audit Operations, IATA**

- **Haytham Alomairy, Risk-based IOSA Auditor**
- **Michael Koschinski, Risk-based IOSA Auditor**
- **Manuela Lungu, Risk-based IOSA Auditor**

17:10 – 17:30

A Quality Assured Program

The importance of Quality Assurance for the audit program and a view on how we have responded to the feedback from the IOSA members.

- **Mark Vincent, Head Safety Risk & Quality Assurance, IATA**

17:30

CLOSE OF DAY 1

Welcome cocktail sponsored by Airbus
Exhibition

AIRBUS

IATA WORLD SAFETY & OPERATIONS CONFERENCE

Safety - Day 2, Wednesday 02 October

Location: Auditorium des Ministres

SAFETY TRACK

09:00 – 10:20 **Session 3 – Accident Investigation action and review**

09:00 – 09:30 **Accident Investigation, continuing the story**

Overview of 2023 accidents and insights. Learn about IATA's and FSF development to enable effective risk identification through accident data sources. Update on the progress of IATA's work in driving improved Accident reporting and its importance for the airline industry.

Session facilitated by **Gabriel Acosta, Head Operational Safety, IATA**

- **Henry Gourdji, Director Safety Strategy and Policy, FSF**

09:30 – 10:20 **Innovation in Accident Investigations**

Airbus, EASA and IFALPA – discussing the obstacles that are preventing effective accident investigations and how new methods and ideas could help the industry comply with this mandate.

Session moderated by **Mark Searle, Director Safety, IATA**

- **Yannick Malinge, SVP, Chief Product Safety Officer, Airbus**
- **Jesper Rasmussen, Flight Standards Director, EASA**
- **Stacey Jackson, Executive Vice-President for Technical and Safety Standards, IFALPA**

10:20 – 11:10 **Networking Break** sponsored by **Tumeke** Exhibition

11:10 – 12:30 **Session 4 - Accident Investigation global challenges and the impact of leadership**

11:10 – 11:25 **Accident Investigation Airline Case Study**

An exploration of a case study from an airline highlights the recommendations that were made beyond the airlines' SMS.

- **Stephen Francis, Director, Safety Programs and Investigations, Air Canada**

IATA WORLD SAFETY & OPERATIONS CONFERENCE

SAFETY TRACK

11:25 – 11:50 **Safety Leadership – A Frontline Worker Perspective**

Have you ever wondered why your safety messages don't resonate with your workforce?

As leaders it is vital that we understand the concept of Sonder and treat our staff as individuals and not just another number. This is especially important for Gen Z who form a growing majority of the aviation workforce. Join the Airport Guy as he gives a workers view on safety; you will learn how to take a different approach to safety leadership that help to bring your staff with you on a learning journey so they can be part of the organization's goal to achieve operational excellence.

- **Mohammed Taher, The Airport Guy**

11:50 – 12:30 **Safety Leadership – safety resilience in an ever-changing world. View from the top.**

The progressively high pace of technological advancements, environmental and global shifts our industry engages with continuously require a high level of adaptability, and accountability. Safety leadership is a crucial factor that enables organizations to cope with such complex and dynamic challenges.

This session explores what it takes to skilfully manage this transformation, while maintaining the level of safety resilience we have today.

Session moderated by **Prof. Graham Braithwaite, Director of Aerospace and Aviation at Cranfield University, and Professor of Safety and Accident Investigation, Cranfield University.**

- **Bobbi Wells, Vice President, Flight Service Base Operations and Administration, American Airlines; Chair of the Board, Flight Safety Foundation**
- **Hicham El Filali, Vice President Quality, Security & Safety, Royal Air Maroc**
- **Hellen Ndichu, Director Safety, RwandAir**

IATA WORLD SAFETY & OPERATIONS CONFERENCE

SAFETY TRACK

12:30 – 14:00 LUNCH BREAK sponsored by NAV Canada
Exhibition



14:00 – 15:20 **Session 5 – Safety Leadership, Human Factors and innovation technology**

14:00 – 14:40 **IATA Safety Leadership Charter – practical examples. Insights from signatory airlines.**

Since its introduction in the IATA 2020 Annual Safety Report, Safety Leadership has gained prominence as a vital topic of discussion and action in aviation. Many stakeholders have joined IATA in its efforts to help the industry embrace safety leadership at every level of the organization and promote its key role in organizational safety resilience.

Demonstrating their leadership and commitment to the Charter Declaration, in this session, signatory airlines will share practical actions that uphold Charter's guiding principles in their organizations and talk about challenges and lessons learned from their journeys.

- **Christopher Collins, Director, Flight Safety, Delta Air Lines**
- **Gabriel Casella, Safety Manager, GOL Airlines**

14:40 – 15:20 **Enhancing the Relationship between Human Factor and Technology**

Human Factors and automation are two critical aspects of aviation that need to be studied and understood to ensure safe and efficient air travel. Many organizations are working to address the challenges and emerging issues associated with these topics, and it is essential to continue to monitor and improve Human Factors and automation in aviation to ensure the safety of all passengers and crew members. The session will include Lessons learned and basic principles to help better integration of Human Factors/ Ergonomics (HF/E) in system design focusing on automation.

Session moderated by **Fabrice Drogoul, Human Factors and Fatigue Management expert, Eurocontrol**

- **Ian Holder, Managing Director, Baines Simmons**
- **Max Masumoto, Safety Manager, All Nippon Airways**
- **Claire Beharrell, Peer Support and Wellbeing Services Lead, Odiliaclark**

15:20 – 16:10 NETWORKING BREAK
Exhibition

IATA WORLD SAFETY & OPERATIONS CONFERENCE

SAFETY TRACK

16:10 – 17:30	Session 6 - Runway Safety the threats and challenges Join us as we discuss the global challenges with Runway Safety and how we can utilize technology to improve the risk posed to airlines and passengers. Session moderated by Gabriel Acosta, Head Operational Safety, IATA <ul style="list-style-type: none">• Tzvetomir Blajev, Director Europe, Global Operational Safety, Flight Safety Foundation• Andy Hamilton, Manager Flight Safety, Delta Air Lines• Yasuo Ishihara, Sr. Technical Fellow, Honeywell Aerospace Technologies
17:30	CLOSE OF DAY 2
18:30	Networking Dinner sponsored by Royal Air Maroc



IATA WORLD SAFETY & OPERATIONS CONFERENCE

Safety - Day 3, Thursday 03 October

Location: Auditorium des Ministres

SAFETY TRACK

09:00 – 10:20	Session 7 - Innovation in Action A session exploring the innovative landscape and how SMS could adapt to meet the needs of an evolving aviation paradigm. Session moderated by Kyle Ellis, Aerospace Research Engineer, NASA <ul style="list-style-type: none">• Tzvetomir Blajev, Director Europe, Global Operational Safety, Flight Safety Foundation• Jodi Baker, Deputy Associate Administrator for Aviation Safety, FAA• Alan Sternberg CEO/Co Founder, Beams
10:20 – 11:10	Networking Break Exhibition
11:10 – 12:30	Session 8 - How can AI improve our use of data and resilience? As the industry grows and becomes more complex in nature, it is accepted that data is being generated in abundance. AI can be utilized to explore the insights that this data may hold, this session explores the options with examples of those benefits demonstrated. Session moderated by Chantal Berthiaume, Director, OSS Business Systems and Performance, IATA Safety data sharing programs <ul style="list-style-type: none">• Rahat Yasir, Head of data quality and analytics, IATA• Léopold Viroles, Data4Safety Programme Manager, EASA• Jodi Baker, Deputy Associate Administrator for Aviation Safety, FAA
12:30 – 14:00	LUNCH BREAK Exhibition
14:00 – 16:00	Joint Closing Plenary

IATA
WORLD SAFETY
& OPERATIONS
CONFERENCE

Cabin Operations - Day 1, Tuesday 01 October

Location: Fès 2

CABIN OPERATIONS TRACK	
14:00 – 15:20	<p>Session 1 – Global Cabin Safety Activities An update on global activities relating to cabin safety from IATA and regulators.</p> <p>Session facilitated by Jonathan Jasper, Senior Manager Cabin Safety, IATA</p> <ul style="list-style-type: none"> • Darlene Maclachlan, Technical Officer Human Factors, Air Navigation Bureau, International Civil Aviation Organization • John Franklin MBE, Head of Safety Promotion, European Aviation Safety Agency • Lorraine Gibney, Cabin Operations Inspector, Irish Aviation Authority • David Opsahl Moldskred, Inspector Flight Operations Cabin Safety, CAA Norway
15:20 – 16:10	<p>Networking Break sponsored by Boeing Exhibition</p> 
16:10 – 17:30	<p>Session 2 – Risks and Issues A fully interactive session facilitated by the IATA Cabin Ops Safety Task Force members to engage the audience in discussions surrounding today's risks and issues in Cabin Operations.</p> <p>Session moderated by Matt Whipp, Head of Cabin Safety, British Airways (Chair of IATA COSTF)</p> <ul style="list-style-type: none"> • Rachel Park, Assistant Manager Group Operational Safety (Cabin), Cathay Pacific Airways • Stephane Soum, Head of Cabin Safety, Air France • Carlos Diaz, Cabin Safety Officer, TAP Portugal • Joan Bisogna, Quality Manager AOC Operations, Kenya Airways
17:30	<p>CLOSE OF DAY 1</p> <p>Welcome Cocktail sponsored by Airbus Exhibition</p> 

IATA
WORLD SAFETY
& OPERATIONS
CONFERENCE

Cabin Operations - Day 2, Wednesday 02 October

Location: Fès 2

CABIN OPERATIONS TRACK

09:00 – 10:20

Session 3 – Passenger Safety Communications

Getting passengers to comply with safety instructions can be a challenge. How do they know what is expected of them, how can safety messages be put across in a customer-friendly manner, how can we ensure compliance with basic safety instructions, and how can we get them to watch the safety briefing?

Session moderated by **Cari Smith Allen, Senior Manager Inflight Policies & Procedures, American Airlines**

- **Carlin Clarke, Facilitator, Leadership Development, Breeze Airways**
- **Trisha Ferguson, CEO, the Interaction Group**
- **Paul Tizzard, Co-founder, Lovefly**

10:20 – 11:10

Networking Break sponsored by Tumeke
Exhibition



11:10 – 12:30

Session 4 – Accessibility Challenges within Safe Cabin Operations

Our desire is to ensure that flying is accessible for all, but how do we ensure that the safety of all passengers can be supported during an emergency situation or evacuation? This session will bring together airlines, regulators, IATA and others to discuss the way forward.

Session moderated by **Sergij Novak, Director, Health, Safety, Security, and Wellness, Delta Air Lines**

- **Anabel Brough, Safety Manager- (Cabin) Group Safety, Emirates Airline**
- **Geraldine Lundy (MBE), Director, Accessible Travel Consultancy Ltd.**
- **Renata Garcia Borges, Quality, Cabin and Service Standards Coordination – Specialist, GOL Airlines**
- **Minna Hong, Accessibility Advisor to Delta Air Lines**

12:30 – 14:00

LUNCH BREAK
Exhibition



IATA WORLD SAFETY & OPERATIONS CONFERENCE

CABIN OPERATIONS TRACK

14:00 – 15:20

Session 5 - Are we obsessed with "90 seconds"

The 90-second rule is a target for the certification of aircraft. Is it realistic to expect all evacuations to be completed within 90 seconds, regardless of the risks and dangers? Should this be revisited? What should we include in our evacuation training demonstrations and what lessons have been learnt from real-life situations?

Session moderated by **Anabel Brough, Safety Manager (Cabin) Group Safety, Emirates Airline**

- **Esra Kav, Cabin Crew Training Manager, Turkish Airlines**
- **Kathrin Thielbeer, eXpert Cabin Commercial Operations, Airbus Industrie**
- **Xander Pieters, Technical Purser Cabin Safety and Compliance, Transavia**

15:20 – 16:10

NETWORKING BREAK

Exhibition

16:10 – 17:30

Session 6 – Lithium batteries and PEDs in the cabin

There are several research projects in progress to clearly identify the potential risks in the cabin environment from lithium batteries and thermal runaway. This session will include updates from two major projects and facilitate discussion with the audience about what is needed to help the industry manage the risk.

Session moderated by **Julia Arnds, Safety Specialist Cabin, Lufthansa**

- **Carol Lauinger, Program Manager Cabin Safety and Quality, Westjet**
- **Joevanni Camacho, Manager Policies Procedures, Fleet & Industry Affairs, Delta Air Lines**
- **Emily Brimsek, Senior Manager, Qualitative Insights, UL Standards and Engagement**
- **Simon Holz, Head of Group Computational Physics, Fraunhofer Institute for High-Speed Dynamics**

17:30

CLOSE OF DAY 2

18:30

Networking Dinner sponsored by Royal Air Maroc



IATA WORLD SAFETY & OPERATIONS CONFERENCE

Cabin Operations - Day 3, Thursday 03 October

Location: Fès 2

CABIN OPERATIONS TRACK

09:00 – 10:20

Session 7 – Inadvertent Slide Deployment

The issue of inadvertent slide deployment remains in many airlines' Safety Performance Measures as part of the SMS. What makes this a bigger issue for some than others? How do we manage such incidents applying the principles of just culture within a positive safety culture, and what can we learn from each other?

Session moderated by **Jay Lee, Senior Manager Policy, Procedures, Operations & Wellness, United Airlines**

- **Kai Bredermeier, eXpert & AVSEC PM, Cabin Safety and Security Systems, Airbus Industrie**
- **Eric Dinear Tampal, Cabin Safety Operations Manager, Qatar Airways**
- **Elise May, Sr. Program Manager Inflight Safety & Regulatory Compliance, Southwest Airlines**

10:20 – 11:10

Networking Break

Exhibition

11:10 – 12:30

Session 8 - Where next? Technology and Innovation in Cabin Safety

VR and XR Cabin Crew training is nothing new, but as technology evolves, costs change, and learning styles adapt to the modern world, it is far more likely that this type of technology will become more common. This session looks at the application of new technology within the cabin safety environment.

XR Cabin Crew Training

- **Rory Copley, Sr. Manager, Inflight Program Development Inflight Training, American Airlines**

Augmented Reality Wet Drill Training

- **Frederic Wille, Manager Integrated Safety & Compliance (SEP/SHEQ), KLM Royal Dutch Airlines**

Door Training Application

- **Stephane Soum, Head of Cabin Safety, Air France**

Ergonomics Application

- **Riley Noland, Co-founder, Tumeke Ergonomics**
- **Diwakar Ganesan, Co-founder, Tumeke Ergonomics**

12:30 – 14:00

LUNCH BREAK

Exhibition

14:00 – 16:00

Joint Closing Plenary

#IATAWSOC

IATA
WORLD SAFETY
& OPERATIONS
CONFERENCE

Flight Operations - Day 1, Tuesday 01 October

Location: Auditorium des Ambassadeurs

FLIGHT OPERATIONS TRACK

14:00 – 15:20

Session 1 - Innovating Aviation Training

In the context of a global expansion of Competency-based training and Assessment (CBTA) across all aviation disciplines, you are invited to participate in a CBTA awareness session during which the panellists will present the latest development regarding the "CBTA licensing route" within ICAO provisions and European regulations. The panellists will also elaborate on the CBTA implementation challenges and opportunities.

Session moderated by **Yann Renier, Head Training & Licensing, IATA**

- **Christian Kucher, Senior Expert FCL, ICAO/EASA**
- **Lydia Kes, Head of Research and Development Aviation Education, AMTEM**
- **Olivier Mazzoleni, Deputy Head of Airbus Training Worldwide, Airbus**

15:20 – 16:10

Networking Break sponsored by Boeing
Exhibition



16:10 – 17:30

Session 2 - Innovating Aviation Training

This breakout session is dedicated to the new technology supporting the implementation of CBTA including Evidence-Based Training for the design, delivery, and evaluation of such programs. The panellist will show practically how the CBTA training metrics can be used to enhance training effectiveness and to measure the training system performance. Further demonstrations on how innovation supports the introduction of new operational models such as Advanced Air Mobility.

Session moderated by **Yann Renier, Head Training & Licensing, IATA**

- **Olivier Mazzoleni, Deputy Head of Airbus Training Worldwide, Airbus**
- **Thomas Bessiere, CEO, Hinfact**
- **Abha Dogra, Chief Technology and Product Officer, CAE**

17:30

CLOSE OF DAY 1

Welcome Cocktail sponsored by Airbus
Exhibition



IATA WORLD SAFETY & OPERATIONS CONFERENCE

Flight Operations - Day 2, Wednesday 02 October

Location: Auditorium des Ambassadeurs

FLIGHT OPERATIONS TRACK

09:00 – 10:20

Session 3 – Digitalization and Aircraft Maintenance

Technological advancements in aircraft manufacturing bring new dimensions to data utilization and data management. Sensors and connectivity allow operators to stream data in real-time and collect valuable information for insights and decision-making. In this session we explore a few applications of data combination and usage in aircraft maintenance, that airlines are implementing with the help of aircraft manufacturing innovations.

Session moderated by **Iryna Khomenko, Manager Operational Efficiency, IATA**

- **Bruno Plusquellec, Process Manager & Data Scientist, Corsair**
- **David Kelly, Manager QE Business Technology and eEnablement, Qantas**

10:20 – 11:10

Networking Break sponsored by Tumeke
Exhibition



11:10 – 12:30

Session 4 – Aircraft Health Management

The future of aircraft maintenance will be based on Aircraft Health Management (AHM). The transformation of scheduled maintenance tasks and events to condition-based maintenance will require a "DNA change" from the current MSG-3 philosophy to a new MSG-4 concept. This session will present how Regulatory Authorities, Aircraft Manufacturers and Aircraft Operators/Maintainers can work together towards improving the industry's efficiency to new levels. It is the beginning of a long and promising journey utilizing data and technology!

Session moderated by **Dragos Budeanu, Senior Manager Engineering and Maintenance, IATA**

- **Oliver Weiss, Head of Maintenance Programs Competence Group SIMEE, Airbus Operations GmbH**
- **Matias Bjerregaard, Predictive Maintenance Specialist, Scandinavian Airlines**
- **Deepak Parameswaran, Senior Manager, AHM Operations, United Airlines**

12:30 – 14:00

LUNCH BREAK sponsored by NAV Canada
Exhibition



IATA WORLD SAFETY & OPERATIONS CONFERENCE

FLIGHT OPERATIONS TRACK

14:00 – 15:20 **Session 5 – The Future of AI in Airline Operations**

14:00 – 14:30 **Applied Flight Operations: Application based Artificial Intelligence and Machine Learning**

The trajectory of “next generation” applications within civil aviation is expanding. Increased bandwidth defined by a “size doesn’t matter” concept has authorized purposed designed functionalities to take their place with engineers and flight crews framed and powered by aircraft data sources. To circumscribe applications with an intelligent edge, a “software defined” characterization means building nimble, flexible applications that can be decoupled from hardware resulting in flight profile optimization concluding with enhanced fuel efficiency. This is the case when applications are designed and built by first class software engineers utilized by forward thinking flight crews, all within a collaborative connected environment.

Session facilitated by **Joey Dodgen, Chief Technical Pilot, Delta Air Lines**

- **Oliver Spaeth, Commercial Director, PACE Labs**

14:30 – 15:20 **Redefining the Skies: AI's Transformative Impact on Aviation Efficiency, Safety, and Sustainability**

As technology continues to evolve at an unprecedented pace, the aviation industry is confronted with numerous challenges, including safety, efficiency, and sustainability. The key to navigating these obstacles and achieving a transformative impact lies in harnessing the potential of artificial intelligence (AI) within airline operations. By leveraging AI-driven solutions and embracing data-driven decision-making, airlines can unlock new growth opportunities, streamline processes, optimize resource allocation, and improve their overall performance in an increasingly competitive landscape.

Session facilitated by **David McCutcheon, Deputy Chief Pilot, Qantas Freight**

- **Joao Jorge, Head of Aviation at Palantir Technologies, Palantir**
- **Yonathan Perelmuter, Fuel Efficiency Manager & Captain, Sky Airline**

15:20 – 16:10 **NETWORKING BREAK** Exhibition

IATA WORLD SAFETY & OPERATIONS CONFERENCE

FLIGHT OPERATIONS TRACK

16:10 – 17:30	<p>Session 6 – Future Aircraft Avionics: role of on-board Technology and Innovation on the Safety and Reliability of Air Navigation</p> <p>With increasing pressure from competing industry's, future aircraft technologies will require blue sky innovation and a rethink of the existing communication, navigation and surveillance technologies. The integration of new entrants will require a re-think of the aviation system. Combined with new and emerging risks when it comes to spectrum allocation and radio frequency interference, airlines and manufacturers need to work together on how to align aircraft avionics/capabilities with communication, navigation and surveillance systems/plans. This session includes speakers from different airframe and avionics manufacturers who will share their vision for future on-board technology and what innovative solutions they're considering to enhance safety and reliability of air navigation.</p> <p>Session moderated by Ruby Sayyed, Global Head Air Traffic Management, IATA</p> <ul style="list-style-type: none">• Denis Ricaud, Technical Director Avionics Systems, Thales• Aymeric Perrin, Cockpit operations and functions, Airbus• Thibault Pinchon, Future CNS Architecture & Technologies, Airbus Design Office, Airbus• Martin Pauly, Associate Director, Strategy for CNS/Avionics, Collins Aerospace
17:30	CLOSE OF DAY 2
18:30	Networking Dinner sponsored by Royal Air Maroc



IATA
WORLD SAFETY
& OPERATIONS
CONFERENCE

Flight Operations - Day 3, Thursday 03 October

Location: Auditorium des Ambassadeurs

FLIGHT OPERATIONS TRACK

09:00 – 10:20	<p>Session 7 – Future Skies & what is required to enable a system change</p> <p>New entrants including all sizes of UA, high-altitude balloons, supersonic and hypersonic aircraft, and advanced air mobility (AAM) are being pursued by companies with significant investments. At the same time, future crewed aircraft designs are expected to include higher levels of automation. Automation is also likely to expand beyond a single flight into systems enabling the optimization of large fleets and fleet management with multitudes of interdependencies and constraints. IATA has established a task force with representatives from the industry to map out key challenges and opportunities associated with the future aviation ecosystem. This session will discuss the practical steps that need to be taken to realize the future aviation ecosystem and enable future operations to be safer and more efficient.</p> <p>Session moderated by Ruby Sayyed, Global Head Air Traffic Management, IATA</p> <ul style="list-style-type: none"> • Marie-Pier Berman, Vice-President & Chief of Operations, Nav Canada • Eduardo Garcia, Senior Manager for Future Skies, CANSO • Parimal Kopardekar, Director of NASA Aeronautics Research Institute & Senior leader of the Aeronautics Research Mission Directorate, NASA • Lisa Bee, Director of Air Traffic Services, Viasat
10:20 – 11:10	<p>Networking Break Exhibition</p>
11:10 – 12:30	<p>Session 8 – Technology Transforming the Role of Dispatch and Airline Ops Center</p> <p>We are seeing an increasing use of automation and artificial intelligence (AI) in aviation. At the same time, the industry is moving forward with the implementation of today's concepts such as trajectory-based operations (TBO) and system-wide information management (SWIM). With the increasing need for airlines to ensure efficient operations and reduce carbon footprint, strategic as well as tactical decision-making are critical, especially when it comes to trade-offs between CO2 and non-CO2 emissions. Join this session to learn how all of this is expected to have an impact on the role of dispatch and airline ops center and what are the anticipated changes in flight planning system capabilities.</p> <p>Session moderated by Ruby Sayyed, Global Head Air Traffic Management, IATA</p> <ul style="list-style-type: none"> • Russ Williams, President, International Federation of Airline Dispatchers Association (IFALDA) • Felix Hackl, Founder and CTO, Flightkeys • Michael Riegler, Manager Business Innovation and Support, Qantas
12:30 – 14:00	<p>LUNCH BREAK Exhibition</p>
14:00 – 16:00	<p><u>Joint Closing Plenary</u></p>

#IATAWSOC



IATA WORLD SAFETY & OPERATIONS CONFERENCE

Crisis Management - Day 1, Tuesday 01 October

Location: Fès 1

CRISIS MANAGEMENT TRACK

14:00 – 15:20

Session 1 - Flight Path to Resilience: Crisis Management in Civil Aviation

Amid dynamic shifts in global aviation, crisis and resilience management capabilities are paramount. All stakeholders of civil aviation must proactively assess risks, fostering stakeholder collaboration for mitigation. Resilient infrastructure and flexible operations are essential, bolstered by simulation exercises for readiness. Transparent communication is pivotal, engaging passengers, authorities, and media for effective response. Compliance with evolving regulations and legal frameworks ensures accountability. By embracing innovation and fostering partnerships, civil aviation can navigate turbulence, emerging stronger and more resilient.

This session will be a series of fireside discussions with Government and Industry leaders, moderated by **Matthew Vaughan, Director, Aviation Security & Cyber, IATA**

- **John Velho, Executive Director for International Aviation, Transport Canada**
- **Safae Raddaf, Head of the Airport Operations Division, Directorate of Civil Aeronautics, Directorate General of Civil Aviation, Ministry of Transport and Logistics – Morocco**
- **Gill Sparrow, Manager, Emergency Response Planning, Emirates Airline (ERPTF Chair)**
- **Lorenzo Mantegazza, Security & Deputy Emergency Response Manager, Milano-Bergamo Airport**

15:20 – 16:10

Networking Break sponsored by Boeing
Exhibition



16:10 – 17:30

Session 2 – Crisis Communications Update

This session will provide an overview of current approaches to crisis communications following IATA's event in South Korea, in January 2024. Additionally, explores vital strategies in terms of stakeholder engagement and transparency amidst adversity.

This session will be a series of real-world examples and best practice discussions moderated by **Anthony Concil, Vice President Corporate Communications, IATA**

- **Mike Evans, Co-Managing Director, Herdwick Communications**
- **Maggie Kuwasaki, Public Relations, Japan Airlines**
- **Jill Chung, Head of the Cabin Safety Team, Korean Air**
- **Yannick Vanhecke, VP Accident/incident investigation and prevention, Airbus**
- **Constanza Raquel Pizarro Prieto, Senior Manager Corporate Communications, LATAM**

CLOSE OF DAY 1

Welcome Cocktail sponsored by Airbus
Exhibition



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WORLD SAFETY
& OPERATIONS
CONFERENCE

Crisis Management - Day 2, Wednesday 02 October

Location: Fès 1

CRISIS MANAGEMENT TRACK

09:00 – 10:20	Session 3 – The Role of Apologies in Recovery and Resilience Drawing on case studies and insights from airline leaders, legal and risk management professionals, and family members, this session will include a presentation and panel discussion to explore what it means to apologize, the risks and benefits, and how one airline's apology created lasting, positive change in its safety culture. Session facilitated by Sue Warner-Bean, Managing Director, NavAid Crisis Consulting Group LLC <ul style="list-style-type: none">• Eduardo Dueri, Managing Director, Gallagher Aerospace• Gail Rowntree, Owner and Crisis Management Consultant, Wilan Consultancy
09:30 – 09:50	Session 3.1 - Analysis of Family Assistance Considerations in Cross-Cultural Operating Environments This presentation explores the challenges airlines may encounter when planning and providing family assistance in culturally diverse operating environments. It examines existing literature, cross-industry learnings, and statistical data to assess the feasibility of standardizing a framework. The goal is to better prepare airlines to adapt their family and special assistance plans to cater to both the developing and developed worlds, ensuring comprehensive support for all who travel and their families. <ul style="list-style-type: none">• Kerryn Tiddy, Academic Researcher & Industry Professional
09:50 – 10:20	Session 3.2 - Emergency Response Simulator IATA has responded to industry demand has developed an ERP virtual simulation application that will be show cases during this session. <ul style="list-style-type: none">• Greg Janelle, Instructor, IATA External• Dimitrios Sanos, Senior Product Manager Airport, Fuel and Ground Operations Training
10:20 – 11:10	Networking Break sponsored by Tumeke Exhibition 

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CRISIS MANAGEMENT TRACK

11:10 – 12:30	<p>Session 4 - Modern Approaches to Crisis Management & Business Continuity</p> <p>In the ever-evolving landscape of civil aviation, the ability to swiftly respond to crises and maintain operational continuity is not just an asset, it's a necessity. This session delves into the core of effective crisis management and business continuity planning, offering insights into preparing for, responding to, and recovering from the unexpected, with a focus on safeguarding passengers, staff, and the broader aviation community.</p> <p>Individual presentation and session moderated by Kevin Curreri, Managing Director, Kenyon Emergency Services</p> <ul style="list-style-type: none"> • Heloisa Helena Suzki Diniz, Manager Crisis Management & Business Continuity, Gol Linhas Aéreas Inteligentes S.A. • Laura Robinson, Manager, Corporate Crisis, Hong Kong Airlines • Ria Nzimande, Senior Manager Operations & Emergency Response Planning, Etihad Airways • Will Sandover, Independent Security Adviser, Cathay Pacific; Aviation Security Adviser, Indigo Insurance and Dragonfly
12:30 – 14:00	<p>LUNCH BREAK Exhibition</p> 
14:00 – 15:20	<p>Session 5 – Aircraft Recovery Workshop</p> <p>Attendees will have an opportunity to work on aircraft recovery scenarios with leading subject matter experts.</p> <p>Session facilitated by Iryna Khomenko, Manager, Operational Efficiency, IATA</p> <ul style="list-style-type: none"> • Peter Unger, Head of Aircraft Recovery, Lufthansa Group, ARTF Chair • Brice Gebka, Aircraft Recovery Manager, Air France • Manuel Mercado, Aircraft Recovery Team Lead, American Airlines
15:20 – 16:10	<p>NETWORKING BREAK Exhibition</p>
16:10 – 17:30	<p>Session 6 – Incident Investigation and Insurance Management</p> <p>Illustrative overview of incident and recovery use cases from incident investigators and adjustor's perspective</p> <p>Session facilitated by Iryna Khomenko, Manager, Operational Efficiency, IATA</p> <ul style="list-style-type: none"> • Neil Murrin, Senior Surveyor & Adjuster – Aviation, Charles Taylor Adjusting • Eduardo Dueri, Managing Director, Gallagher Aerospace • Gary Clift, Aviation Claims Manager, McLaren's Aviation
17:30	<p>CLOSE OF DAY 2</p>
18:30	<p>Networking Dinner sponsored by Royal Air Maroc</p> 

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Crisis Management - Day 3, Thursday 03 October

Location: Fès 1

CRISIS MANAGEMENT TRACK

09:00 – 10:20

Session 7 – Management systems, more than the rule and Inspect Approaches to Performance

In an increasingly complex and unpredictable world, organizations must adopt a comprehensive management system approach to address security concerns, manage emergencies and disruption, and respond to incidents effectively. This panel discussion will explore the integration of management systems tailored to tackle these challenges head-on and achieve regulator buy-in. Key points of discussion include understanding the components of a management system, conducting thorough risk assessments, and developing proactive strategies for preparedness in terms of safety, security, and emergency response.

Session facilitated by **Matthew Vaughan, Director of Aviation Security, IATA**

- **Bianca Colatruglio, Director, Aviation Security & Regulatory Compliance, Air Canada**
- **Hicham El Filali, Vice President, Quality, Security & Safety, Royal Air Maroc**
- **Ricardo Oliveira, Navigation Systems & Innovation Expert, Eurocontrol**
- **Nadia Belkebir, Product Manager, OSS Certifications**
- **JC Nolan, Vice President of Security – The America's, World Flight Services**

10:20 – 11:10

Networking Break
Exhibition

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11:10 – 12:30

[Session 8 – Geopolitical Risks: Cybersecurity Impact](#)

As geopolitical tensions continue to persist, so does the impact on organizational cybersecurity. In an interconnected world, geopolitical disputes can trigger cyberattacks, disrupting critical infrastructure and compromising sensitive data. This panel explores the intricate relationship between geopolitics and cybersecurity, examining how state-sponsored cyber operations, trade disputes, and regional conflicts amplify digital vulnerabilities. Experts will discuss emerging threats, strategic responses, and collaborative efforts to mitigate risks and safeguard against civil aviation exposure to this challenge.

Session moderated by **Matthew Vaughan, Director Aviation Security, IATA**

- **Ed Louth, GB Head of Broking Aerospace, Willis Towers Watson**
- **Zied Hamdi, Managing Director, Aero-Cyber**
- **Hany Bakr, Senior Vice President Aviation & Maritime Security, MedAire International**
- **Guy Luke Murray, Aviation Security, Threat & Risk, (A-STAR), TUI Northern Region.**
- **Joel Gulhane, Associate Director Intelligence Operations Manager, Dragonfly Intelligence**

12:30 – 14:00

LUNCH BREAK

Exhibition

14:00 – 16:00

[Joint Closing Plenary](#)

IATA WORLD SAFETY & OPERATIONS CONFERENCE

Workshops

Monday 30th September

09:00 – 17:00 **Risk Based IOSA Workshop hosted by IATA**

Location: Fès 2

Do you want to stay up to date with the developments in Risk-based IOSA? Are you part of the IOSA community or are you planning to become part? Following the great feedback from the Risk-based IOSA Q&A sessions earlier this year we are looking forward to offering another opportunity to meet, and set up this workshop, held in conjunction with the World Operations and Safety Conference, in Marrakech, Morocco. The workshop will provide an update on IOSA program developments. It will also cover both practical questions, such as how to prepare for the audit, timelines, differences between remote and onsite work, as well as a deeper dive into new methods, such as the maturity assessment. As always, the best part is to meet among all experts and to exchange views and questions.

- **Serkan Simitcioglu, Head IOSA, IATA**
- **Beat Jund, Senior Manager Audit Operations, IATA**
- **Mark Vincent, Head Safety Risk & Quality Assurance, IATA**

*** Workshop registrations are final only once they have been approved by IATA. Due to limited spaces, we may restrict attendance per organization.*

09:00 – 17:00 **GADM User Forum Workshop hosted by IATA** **Restricted to IDX and FDX members**

Location: Karam 5

The GADM Forum is an annual event that bring together GADM program participants (IDX and FDX) together. During this forum, the participants get to interact with the IATA GADM team, know the enhancements and new features included to the programs as well as get an opportunity to provide feedback and suggestions for future and enhancements to the programs.

Additionally, the forum provides participants with an opportunity to network, learn from other users how the GADM programs are used in their organizations and share best practices in safety, security and operations.

- **Chantal Berthiaume, Director Business Systems and Performance, IATA**
- **Edward Jumi, Head of Global Aviation Data Management Programs, IATA**
- **Rahat Yasir, Head of Data and Analytics, IATA**
- **Adria Congost, Senior Manager Business Intelligence, IATA**

*** Limited to 50 seats.*

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09:00 – 17:00 Safety Leadership and Human Factors as Resources for Organizational Resilience Workshop hosted by IATA

Location: Karam 3

Continuous enhancements in aviation safety to date have played a significant role in establishing the confidence in flight safety we have today. Nonetheless, our industry continues to experience large-scale transformations due to innovation, growth, and various global challenges. Now, more than ever, safety should be considered within the context of the entire aviation system and at every organizational level. Dedication to identifying the underlying causes and factors of accidents and incidents is critical to effectively manage technical, human, cultural, or environmental variability. Strong safety leadership and a positive safety culture are both needed to take safety performance to the next level. Join safety and human factors professionals for a practical discussion on safety culture and its enablers, fatigue and error management, and wellbeing. We look forward to stimulating exchanges to facilitate cross-organizational learning!

- **Stacey Jackson, Executive Vice-President for Technical and Safety Standards, IFALPA**
- **Darlene Maclachlan, Technical Officer Human Factors, Air Navigation Bureau, International Civil Aviation Organization**
- **Claire Beharrell, Peer Support and Wellbeing Services Lead, Odiliaclark**
- **Richard P. Gomez, Vice President of Aviation Products – Worldwide MEDAIRE, Inc**
- **Ian Holder, Managing Director, Baines Simmons**
- **Fabrice Drogoul, Human Factors and Fatigue Management expert, Eurocontrol**
- **Brent Curlee, Manager, Line Operations Safety Audits (LOSA) & Learning and Improvement Team (LIT), American Airlines**
- **Antonella Cavacini, Manager Human Factors, IATA**
- **Mariam Khojayan, Senior Manager Program Development & Promotion, IATA**

*** Limited to 50 seats.*

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Tuesday 1st October

12:30 – 14:00 **ATM Performance Workshop hosted by IATA**
Restricted to ANSPs and Airlines only

Location: Karam 2

Operational efficiency, specifically in Air Traffic Management (ATM), will contribute to Net Zero and provide the industry with many short-term efficiency improvements. This workshop will provide the participants with an overview of a tool that IATA is developing that enables quantifying the benefits of introducing an operational improvement. The participants will also be able to provide feedback on ATM operational performance metrics and benchmarking against an agreed baseline.

- **Ruby Sayyed, Global Head Air Traffic Management, IATA**

*** Limited to 40 seats.*

12:45 – 13:30 **How just should your 'Just Culture' be?**
Workshop hosted by Baines Simmons

Location: Karam 1

BAINES SIMMONS
SAFETY SERVICES

Having a Just Culture is often seen as the prize for a huge amount of effort by a leadership team, often driven by regulations. However, a 'just culture' is simply a means to an end, the prize is a richness of data to manage risks, reduction in losses and a motivated workforce doing the right thing, first time, more often. So how 'just' does an organisation need to be to gain a return on the effort needed? This workshop will explore how to measure your just culture and define what good enough looks like for your organisation, comparing different sectors of aviation. We will explore ways of efficiently developing and maintaining a culture in the real world that drives the behaviours and data you want; we will also look at other, complementary ways, of collecting and managing risk information, such as Line Orientated Safety Audit (LOSA) across all domains.

- **Ian Holder, Managing Director, Baines Simmons**

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Wednesday 2nd October

08:00 – 08:45 **The Power of Connecting the Dots across Airline Safety and Operations - Agility, Efficiency and Peak Performance**  **COMPLY365**
Workshop and breakfast hosted by Comply365

Location: Karam 1

In this interactive breakfast session, Comply365 Chief Solutions Officer, Neil Thomas, will speak to the unique value and power of 'connecting' the dots across operations and safety for tighter integration across these pivotal operational areas to ultimately drive greater operational performance and safety outcomes. Neil will share Comply365's vision for operations and safety interconnectivity, including how airline data can be leveraged for a more holistic, informed, and forward-looking view of operations and safety. Empowering airline safety and operations teams with data-informed decisioning for agility, operational excellence and a more pro-active safety culture. This will be an interactive session with ample time for Q&A and discussion with attendees.

- **Neil Thomas, Chief Solutions Officer, Comply365**

*** Limited to 40 seats.*

12:30 – 13:30 **Turbulence Aware Workshop hosted by IATA**

Location: Karam 2

How IATA's Turbulence Aware program is enhancing airline turbulence management and fuel efficiency capabilities by leveraging aircraft generated, real-time EDR data displaying the precise location and intensity of turbulence

- **Joey Dodgen, Chief Technical Pilot, Delta**
- **Brent King, Head Flight Operations, IATA**
- **Adrian Ganea, Senior Product Manager Turbulence Aware, IATA**

*** Limited to 70 seats.*

12:45 – 13:30 **A Day in the Life of a Safety Manager**  **GE Aerospace**
Lunch Workshop hosted by GE Aerospace, Software as a Service

Location: Karam 1

Join the GE Aerospace, Software as a Service team in this interactive vantage point session where they help navigate the audience through various scenarios that a Safety Manager might encounter. Drawn from real life scenarios, the team will demonstrate how different personas might react in each experience. Don't miss out on this unique workshop designed to give you a perspective from varying viewpoints all designed to help advance your safety practices.

- **Luke Bowman, Sr. Product Director, GE Aerospace, Software as a Service.**
- **The GE Aerospace, Software as a service Team**

*** Limited to 40 seats.*

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Thursday 3rd October

08:00 – 08:45 **Information and Insights that Influence your Insurers
Workshop & Breakfast hosted by WTW Global Aviation & Space**



Location: Karam 1

In this interactive breakfast session, WTW will be addressing the developments in the Insurance Market with regards to using airline safety data to assess "Risk". Last year, in Hanoi, WTW raised this issue with those in attendance as a likely development and to prepare for greater engagement. This year, we are joined by Paul Cooper of Convex, a leading airline insurer, who is actively promoting a future where insurance pricing will be influenced by an airline's operational behaviour. This does not come without its challenges! So alongside Paul, will be Jose Fernandez de la Morena, (an ex-airline Head of Safety and most recently with IATA before joining WTW's Aviation Safety Partnership). He will be joined on the panel by Ed Louth of WTW who has been both an insurance broker AND an airline insurer who will mediate the discussion from both the airline "risk carrier" and the airline "buyer's" perspective. Questions to be discussed will range from how insurers will use that data to what benefits will there be for those airlines that are willing to share such data (and equally, what might the consequences be, for those that are not).

- **Paul Cooper – Head of Aerospace – Convex**
- **Gareth Sims - Head of Airline & Contingent Aviation - Tokio Marine Kiln**
- **Ed Louth – Executive Director and Head of Broking – WTW**
- **Jose Fernandez de la Morena – Executive Director WTW Aviation Safety Partnership**

*** Limited to 40 seats.*

12:45 – 13:30 **AI Use Cases in Safety Risk Management Workshop
Hosted by Beams Safety AI**



Location: Karam 1

Description

This session demonstrates the latest AI innovations in Safety Risk Management and their impact, featuring real-world airline use cases. It explores AI's role in proactive and predictive risk management and previews future advancements in aviation safety.

- **Alan Sternberg, CEO at Beams Safety AI**
- **David Schlaks, Chief Strategy Officer at Beams Safety AI**
- **Dat Tran, VP of AI at Beams Safety AI and Special Guest**

*** Limited to 40 seats.*

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