

IATA GROUND HANDLING CONFERENCE

Abu Dhabi, United Arab Emirates
15 May 2023

GROUND OPERATIONS SOLUTIONS WORKSHOP

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IATA GROUND HANDLING CONFERENCE

Day 1 – Monday, 15 May 2023
Morning

- 09h30 – 09h35** **Welcome**
Introduction to the Ground Operations Products Workshop
Speaker: Alan Murray Hayden, Director, Operations Compliance Solutions
- 09h35 – 09h50** **Timatic: Automating the Passenger ID and immigration checks**
Verifying passengers' identity as well as ensuring they meet all of the immigration regulations is a costly and timely exercise for check-in and boarding agents. In a world where passengers numbers are expected to double, the current process is not sustainable. During this session we will explore how this process can be automated and improved so that passengers can be processed efficiently without taking any risks
Speaker: Alan Murray Hayden, Director, Operations Compliance Solutions
- 09h50 – 10h15** **IATA Digital Finance: The Industry Experience**
Learn how financial digitalization is helping improving financial KPI and enhancing customer satisfaction
Speaker: Bruno Roussel, Product Manager
- 10h15 – 10h30** **NETWORKING BREAK**
- 10h30 – 11h00** **Smartly manage your end-to-end cargo operation & achieve compliance to regulations using global cargo standards**
Get latest updates on the cargo standards and new regulatory requirements in the air cargo industry.
Speaker: Emma Dayo, Regional Manager Cargo
- 11h00 – 11h30** **A practical example of achieving excellence using IATA cargo standards and products.**
SAL is going to share their experience how they have improved their own products & services using IATA global standards.
Keynote: Adnan Alvi, Executive Director, Product Management, Saudi Logistics Services
- 11h30 – 12h00** **Harnessing the power of open-source intelligence (OSINT) to perform robust security risk assessments**
Managing risks is always complex. Sheer volume of data needed to continuously monitor and analyze can be overwhelming. Learn about how open-source risk and threat intelligence through AVSEC Insight can benefit your security risk assessments in a timely and convenient way.
Speaker: Alan Murray Hayden, Director, Operations Compliance Solutions
- 12h00 – 13h00** **LUNCH BREAK**
- 13h00 – 14h00** **Training Validation Program**
Learn about a global accreditation program on certifying airlines and ground handling companies on compliance with the ground operations training program in accordance with the Airport Handling Manual (AHM) - Chapter 11
Speaker: Yaniv Sorany, Senior Manager Certifications



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Afternoon

14h00 – 14h30

Digital Collaboration is fundamental for successful cargo operation. Qatar Airways is going to share their experience for extending their digital outreach to wider air cargo community through IATA EPIC.

Speaker: Christopher Creado, Lead Cargo e-Initiatives Officer, Qatar Airways

14h30 – 14h45

NETWORKING BREAK

14h45 – 16h15

Workshop: understanding & assessing Safety Culture

Aviation investigations continue to identify poor Safety Culture as a factor that increases the probability and severity of accidents. Furthermore, it has been recognized that a strong organizational Safety Culture requires buy-in and continuous application of all employees, at every level, but especially commitment and leadership from top executives. During this session, we will discuss positive safety culture as critical driver for continuous improvement in safety performance.

Facilitator: Alan Murray Hayden, Director, Operations Compliance Solutions

16h15-16h30

Wrap up and closing

Speaker: Alan Murray Hayden, Director, Operations Compliance Solutions

