

# IATA GROUND HANDLING CONFERENCE

Reykjavík, Iceland  
07-09 May 2024

## PROGRAM

Host airline

ICELANDAIR



# IATA GROUND HANDLING CONFERENCE

## Airlines' Day: Monday, 6 May

|                                       |   |
|---------------------------------------|---|
| 08:00 – 09:00                         | <b>WELCOME COFFEE</b>   |
| 09:00 – 10:00                         | <b>Ground Operations Working Group (GOG)</b><br>(By invitation only)  |
| 10:00 – 10:30                         | <b>NETWORKING BREAK</b>   |
| 10:30 – 12:00                         | <b>Ground Operations Working Group (GOG)</b><br>(By invitation only)  |
| 12:00 – 13:30                         | <b>LUNCH BREAK</b>  |
| 13:00 – 17:00<br>(Incl. Coffee Break) | <b>Workshop: Spotlight on Airlines' Ground Operations</b><br>This workshop aims to discuss and brainstorm the challenges and solutions of today's complex ground handling industry.<br><b>Lead by IATA Team</b><br><br><b>All IGHC delegates are welcome to attend.</b><br><b>Separate registration needed – Please register <a href="#">here</a></b><br><b>Get the Program <a href="#">here</a></b>  |
| 18:00 – 19:00                         | <b>Ground Handling Partnership Networking Cocktail (By Invitation Only)</b><br>As the IGHC Conference kicks-off, we invite you to the GHP Networking Cocktail – an exclusive gathering for the GHP community. This event provides a unique opportunity for industry professionals to meet and greet with peers, forge valuable connections, and exchange insights. As a GHP member, you will also have the privilege of inviting two (2) of your business partners and clients to join this annual celebration. |

# IATA GROUND HANDLING CONFERENCE

## Day 1: Tuesday, 7 May

- 08:00 – 09:00**     **WELCOME COFFEE**  
Exhibition Area
- 09:00 – 10:30**     **Host Airline Key Remarks**  
Bogi Nils Bogason, CEO, Icelandair
- State of Industry**  
Willie Walsh, Director General, IATA
- State of Ground Operations**  
Monika Mejstrikova, Director, Ground Operations, IATA
- Key industry leaders discuss how industry ground handling initiatives drive tangible improvements in the complex ground operations environment**  
Bogi Nils Bogason, CEO, Icelandair  
Atilla Korkmazoğlu, President, Ground Handling & Cargo, Celebi and ASA chair  
Philipp Joeinig, CEO, Menzies Aviation  
Willie Walsh, Director General, IATA  
Moderator: Nick Careen, Senior Vice President Operations, Safety & Security, IATA
- 10:30 – 11:00**     **NETWORKING BREAK**  
Exhibition Area
- 11:00 – 11:40**     **Innovation on the Ramp**  
Discover some of the latest advances in AI and autonomy in the pipeline for ground operations.  
Mathieu Cousy, Research Engineer, ACHIL Team, ENAC  
Saunon Malekshahi, Co-founder & CTO, Moonware  
Tenille Houston, VP Public Relations & Communications, Aurrigo  
Esad Taha Cakici, VP of Operations, Easie  
Moderator: Sunny Bhatt, Manager, Ground Operations Innovation & Efficiency, IATA
- 11:40 – 12:20**     **Need to Taxi? Call an “Uber” to Get you to the Runway**  
An update and some real-life experiences with aircraft taxiing solutions without aircraft engines running.  
Pascal Hop, Senior Expert, Project Manager, EUROCONTROL  
Francisco Hoyas, Pilot, Aviation Sustainability, EUROCONTROL  
Jeroen Jaartsveld, Project Lead, Sustainable Taxiing, KLM  
Sarah Bahlinger, Innovator, Royal Schiphol Group  
Moderator: Massimo Cicetti, Head of Innovation & Efficiency, IATA
- 12:20 – 13:30**     **LUNCH BREAK**  
Exhibition Area

#IGHC

Please note that the IGHC Program is regularly updated and is subject to change. For more information on this event, please contact [groundops@iata.org](mailto:groundops@iata.org)



# IATA GROUND HANDLING CONFERENCE

## Day 1: Tuesday, 7 May

13:30 – 14:05

### **Electric GSE – As Easy as Plug 'n Play?**

Making the transition to electric GSE hasn't always been easy. Hear from those who have been there, done that and gain some real-world experience to smooth your way.

**Jonathan Hankin, Manager Technical Services & Engineering Standards, Menzies Aviation**

**Rebecca Schnack, Applications Engineer, Allen Energy Inc**

**Moderator: Steve Savage, Senior Analyst, Ground Operations, IATA**

14:05 – 14:20

### **Enhanced Ground Support Equipment recognition program launch**

IATA launches a new program to encourage industry to adopt GSE fitted with anti-collision systems to minimize aircraft ground damage by recognizing companies which have undertaken the switch to enhanced GSE

**Monika Mejstrikova, Director, Ground Operations, IATA**

14:20 – 15:00

### **Exploring Sustainable Solutions for GSE Fuel and Beyond**

Take a dive into the world of hydrogen and HVO – how to do your bit for climate change even you can't go all electric with your GSE.

**Benny Siu, Head of Safety, Sustainability & Quality Assurance, Hong Kong Air Cargo Terminals Limited.**

**Anirudh Vyas, Future Safety Specialist, Horizon Scanning & Insight, UK CAA**

**Moderator: Nadine Mücklich, Project Manager / Research Associate, Fraunhofer**

15:00 – 15:30

### **NETWORKING BREAK**

Exhibition Area

15:30 – 17:30

### **Workshop: Partnering with Airports is Key for Sustainable Ground Operations**

Join Nordic Airports and IATA in this forum where success stories will be shared and focus areas highlighted.

**Lead by IATA Team**

**All IGHC delegates are welcome to attend.**

**Separate registration needed – Please register [here](#)**

**Get the Program [here](#)**

17:30 – 19:30

### **WELCOME COCKTAIL**

#IGHC

Please note that the IGHC Program is regularly updated and is subject to change. For more information on this event, please contact [groundops@iata.org](mailto:groundops@iata.org)



# IATA GROUND HANDLING CONFERENCE

## Day 2: Wednesday, 8 May

- 08:00 – 09:00**      **WELCOME COFFEE**  
Exhibition Area
- 09:00 – 10:00**      **Regulating for Safety**  
While safety is automatically a target for regulation, it is just as important to consider the vital role that industry experience, in the form of standards, recommended practices and programs. Hear how EU regulations can support industry standardization, what makes an acceptable industry standard and how industry standards can be compliant with regulations.  
**Ansgar Sickert, Liaison to EASA, ACI-Europe**  
**Adina Szönyi, GH Expert, Air Operations & Aerodromes, EASA**  
**Ariaen Zimmerman, Head of Operations & Programs, ASA**  
**Iva Pluhackova, Head of Operations & Standards, IATA**  
**Moderator: Dragos Munteanu, Assistant Director, Safety & Flight Operations, IATA**
- 10:00 – 10:30**      **NETWORKING BREAK**  
Exhibition Area
- 10:30 – 11:25**      **Safety is always our top priority**  
Join this session to discuss emerging ground operations safety issues and risks and their mitigations.  
**Adrian Kong, Manager Safety, Quality & Risk - Airport Operations, Emirates**  
**Brian Bartal, Chief Safety Officer, Unifi**  
**Daniel Tremblay, Director Ground Safety Assurance & Compliance, Air Canada**  
**Moderator: Gurdeep Singh, Senior Manager, Ground Operations Safety & Standards, IATA**
- 11:25 – 12:10**      **The Role of Training in Ground Operations Sustainability**  
Training plays a pivotal role in promoting sustainability within ground operations. Well-trained personnel are proficient at identifying opportunities for process optimization, cost reduction, and service enhancement, driving innovation through creative problem-solving and collaboration.  
IATA and the industry are striving for:  
  - Alignment and standardization
  - Return on investment for the industry
  - Building capacity for the industry with the IATA training passport**Claudius Kuhnert, Senior Manager, Ground Operations Concepts & Strategy, Lufthansa**  
**Adam Sider, Training Quality & Curriculum Manager, SGS**  
**Moderator: Iva Pluhackova, Head of Operations & Standards, IATA**
- 12:10 – 13:45**      **LUNCH BREAK**  
Exhibition Area

#IGHC

Please note that the IGHC Program is regularly updated and is subject to change. For more information on this event, please contact [groundops@iata.org](mailto:groundops@iata.org)



# IATA GROUND HANDLING CONFERENCE

## Day 2: Wednesday, 8 May

- 13:45 – 14:55**      **What is People's Sustainability?**  
Topics like Diversity, Equity, & Inclusion (DE&I), Trust, Well-Being & Work-Life balance are all part of the People's Sustainability Strategy. Learn more about how to bridge the theory with practice.  
**Dr. Archana Arcot, Chief People Officer, Unifi**  
**Juliet Thomson, Chief People Officer, Menzies Aviation**  
**Santiago Frau Planas, Head of Accreditation & Program Management, IATA**
- 14:55 – 15:30**      **NETWORKING BREAK**  
Exhibition Area
- 15:30 – 16:30**      **Navigating the Post-COVID Skies: Industry Adaptation and Resource Management**  
Join a discussion on how the industry has adapted to the new reality of passenger numbers that mostly equal or exceed COVID levels with the limited resources that are now available. Learn how the industry is balancing operational, safety and compliance activities with limited availability of required resources (financial, infrastructural, SME etc.).  
**Guðmundur Ólafsson, VP Airport Operations – Icelandair**  
**Solomon Mutoko Mukoma, Compliance Monitoring Manager & IATA DAQCP Chair, Emirates**  
**Derick Zimmerman, Vice President AGI Ground**  
**Dr. Harpreet De Singh, Group Chief QMS, DMS, ERP & ED – Headquarters, Air India**  
**Stewart Angus, CEO – Europe, dnata**  
**Moderator: Dimitri Rybkin, Senior Manager, Audit Methods and Deicing, IATA**
- 19:00 - Late**      **NETWORKING DINNER**

# IATA GROUND HANDLING CONFERENCE

## Day 3: Thursday, 9 May

- 08:00 – 09:00**      **WELCOME COFFEE**  
Exhibition Area
- 09:00 – 10:00**      **Real-time Baggage Tracking**  
Is there a global solution for real-time baggage tracking? Can the passengers and the airlines share the same data? How can we reduce the mishandled baggage? Those and other questions will be discussed by the baggage SMEs during this panel discussion.  
**Niueni Tugaga, Operations Delivery Manager - BOH | Airports, Air New Zealand**  
**Elena Mazorra, Head of Business Development, Bob**  
**Shabbir Girach, Managing Director, Shabstec Limited**  
**Moderator: Monika Mejstrikova, Director, Ground Operations, IATA**
- 10:00 – 11:00**      **NETWORKING BREAK**  
Exhibition Area
- 11:00 – 11:45**      **Turning Service Providers into Partners – A New Era of Service Level Agreements**  
In a real-world innovation case study, Lufthansa Group shares how digital solutions like Cosmos transform the way airlines and service providers interact, by empowering a trusted, collaborative, and data-based relationship, paving the way for a new era of SLAs.  
**Fabrice Diedrich, Venture Development Manager & co-founder, Cosmos, Lufthansa innovation Hub**  
**Mareen Fox Rogers, Head of LHG Operations Performance Management, Lufthansa Group**  
**Felix Heinzeller, Venture Development Manager & co-founder, Cosmos, Lufthansa innovation Hub**
- 11:45 – 12:00**      **Wrap-up and Where to Next**  
Action items, what we learned and need to apply going forward.  
IGHC 2025 – next year's exciting venue.
- 12:00 – 13:30**      **LUNCH BREAK**  
Exhibition Area
- 13:30 – 17:00**  
**(Incl. Coffee Break)**      **Workshop: ISAGO in 2025 and Beyond, what's in it for me?**  
Inform GHSPs about changes to the ISAGO program and how it affects their accreditation and registration. Discuss plans and checklists and address issues. All IGHC delegates are welcome to attend.  
**Lead by IATA Team**

**Separate registration needed - Please register [here](#)**  
**Get the Program [here](#)**

