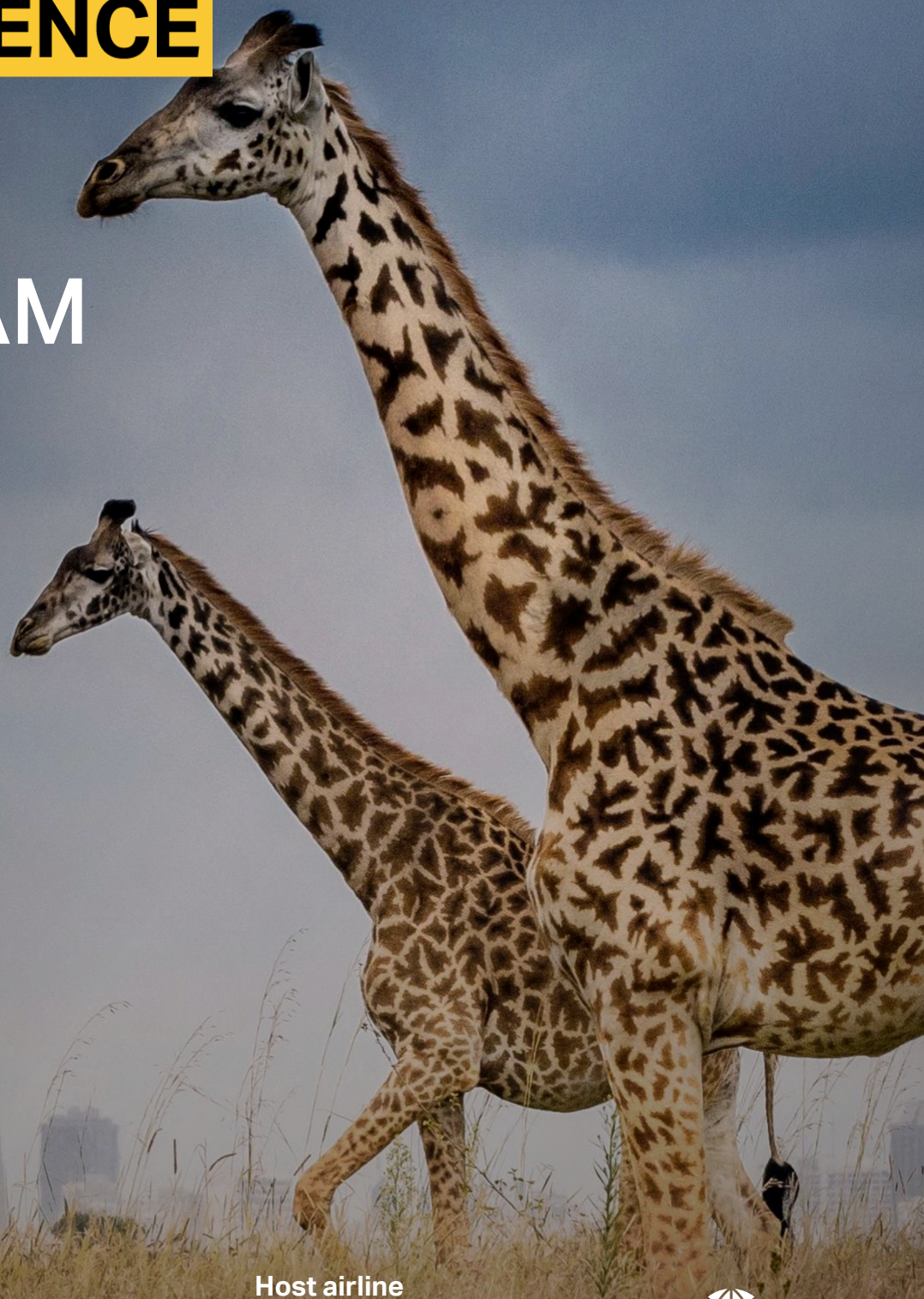


IATA GROUND HANDLING CONFERENCE

Nairobi, Kenya
13-15 May 2025

PROGRAM



Host airline



IATA GROUND HANDLING CONFERENCE

Sunday, 11 May Industry meetings prior the Conference

09h00 – 17h00 **Ground Operations WG**
Industry meeting, *by invitation only*

Monday, 12 May

09h00 – 15h00 **Ground Operations WG**
Industry meeting, *by invitation only*

09h00 – 17h00 **Baggage Steering Group**
Industry meeting, *by invitation only*

Workshops prior the Conference *(open to all, registration required)*

09h00 – 15h00
Workshop 1 **Incident Data Exchange Program User Forum**
Join the IATA IDX team in engaging conversations as they showcase the latest updates in the IDX program, studies they have conducted and how the IDX program can best support you in your safety and operational performance.
Moderated by **Edward Jumi**, Head of Global Aviation Data Management Programs, IATA

09h00 – 15h00
Workshop 2 **Safeguarding Winter Operations: Effective Strategies for Identification of Hazards and Management of Risks in Adverse Weather Conditions**
This workshop highlights the most critical winter hazards associated with significant risks to aircraft operations during winter conditions and provides effective strategies for risk management. Discover best practices and real-world solutions that ensure safe, compliant, and efficient winter operations.
Moderated by **Dimitri Rybkin**, Senior Manager Audit Methods and Deicing, IATA

17h00 – 18h00 **GHP NETWORKING COCKTAIL**

IATA GROUND HANDLING CONFERENCE

Day 1- Tuesday, 13 May

Opening Plenary

- 09h00 – 09h10** **Official IGHC 2025 Opening**
- 09h10 – 09h20** **Welcome to Kenya Address**
The President of the Republic of Kenya
His Excellency Dr William Samoei Ruto
- 09h20 – 09h30** **Welcome to Nairobi Executive keynotes**
The Chief Executive Officer of Kenya Airways
Allan Kilavuka
- 09h30 – 09h40** **State of Aviation and Economic Outlook**
• **Nick Careen**, Senior Vice President, Operations, Safety, Security, IATA
- 09h40 – 09h55** **Ground and Baggage Operations: Year in Review**
• **Monika Mejstrikova**, Director Ground Operations, IATA
- 10h00 – 10h45** **Executive Roundtable**
The ground handling services market size has grown strongly in recent years. It will grow from \$27.59 billion in 2024 to \$29.65 billion in 2025 at a compound annual growth rate (CAGR) of 7.5%. Join key executives to discuss major opportunities and challenges associated with ground handling market growth.
Moderated by **Nick Careen**, Senior Vice President, Operations, Safety, Security, IATA
Allan Kilavuka, CEO of Kenya Airways
Willie Walsh, Director General, IATA
- 10h45 – 11h30** **NETWORKING BREAK**
IGHC Exhibition Hall

IATA GROUND HANDLING CONFERENCE

Day 1- Tuesday, 13 May

Opening Plenary

11h30 – 12h30

State of Art Baggage Operations

Passenger expectations for baggage services are evolving, and meeting them requires strong industry collaboration. Under IATA's leadership, member airlines have come together to define global baggage strategies and long-term roadmaps. Hear from the key airlines driving this agenda toward state-of-the-art baggage operations.

Moderated by **Rick Nagy**, Principal Product Manager, Alaska Airlines

- **Niueni Tugaga**, Airports Delivery and Performance, Air New Zealand
- **Ravindra Krishnamurthy**, American Airlines
- **Timos Korosis**, Ground Operations Product Manager, Aegean Airlines
- **Santhosh Kumar**, Manager Baggage Services, Emirates Airlines

12h30 – 13h00

2024 Global Passenger Survey results

13h00 – 14h00

LUNCH BREAK

IGHC Exhibition hall

IATA GROUND HANDLING CONFERENCE

Day 1- Tuesday, 13 May

Track – Ground Operations

14h00 – 14h30

Hydrogen GSE and Ground Ops

Join us for an insightful presentation on the impact, barriers, and necessary changes influenced by external factors such as regulations, permits, and supplier markets. Discover the challenges faced during hGPU demos at three European airports and the steps needed to scale hydrogen GSE usage.

- **Karsten Uhing**, Senior Researcher, Fraunhofer IML
- **Wesley Teeuwisee**, Schiphol Airport Group

14h30 – 15h15

Ground Operations Training harmonizations – myth or reality?

Airlines demand that ground handling personnel are fully competent, often requiring additional training tailored to their specific operations. Regular audits are conducted to ensure these training standards are met, but many audits focus on the same aspects, leading to wasted resources. Why can't we adopt a single industry standard for training? What effort is needed to make this happen? What are the cost benefits of implementing industry-wide training standards? Join this session to find out.

Moderated by **Caroline Odhiambo**, Senior Manager Ground Ops Business Processes and Standards, IATA

- **Steve Clark**, Head of Global Training, dnata
- **Claudius Kuhnert**, Senior Manager Ground Ops Concepts & Strategy, Deutsche Lufthansa AG

15h15 – 16h30

NETWORKING BREAK

IGHC Exhibition hall

17h00 – 18h00

IGHC WELCOME COCKTAIL

IATA GROUND HANDLING CONFERENCE

Day 1- Tuesday, 13 May

Track – Baggage Operations

14h00 – 14h45

Electronic Bag Tag and Baggage Biometrics

The traditional baggage tagging process, reliant on non-degradable tags, is outdated and environmentally unsustainable. The industry is now shifting toward advanced, secure solutions such as electronic baggage tags and biometric identification. Join us as leading airlines share their experiences in adopting these transformative technologies to meet evolving passenger expectations

Moderated by **Massimo Cicetti**, Head of Innovation and Efficiency, IATA

- **Viktoria Rudo**, Senior Manager Passenger and Baggage Processes, Lufthansa
- **Shabbir Girach**, Managing Director, Shabstec Limited
- **Hossam Monged**, Senior Manager Baggage Operations, Qatar Airways

14h45 – 15h15

Baggage Off –Airport Operations

Off-airport baggage operations help decongest airports by shifting critical baggage activities to more cost-effective offsite facilities. This enhances operational efficiency while delivering greater flexibility, comfort, and convenience to the passenger experience. Join us as we explore innovative approaches to baggage management that redefine the future of airport baggage logistics. .

Moderated by **Mohammad Almansour**, Regional Manager Customer Experience and Passenger Facilitation

- **Mohammad Arna'out**, Services Sector Safety Manager, Royal Jordanian
- **Samer Sobh**, COO and Co-founder, DUBZ
- **Minal Mistry**, Red Sea International Airport

15h15 – 16h30

NETWORKING BREAK

IGHC Exhibition hall

17h00 – 18h00

IGHC WELCOME COCKTAIL

IATA GROUND HANDLING CONFERENCE

Day 2 – Wednesday, 14 May

Track – Ground Operations

09h00 – 09h45

Safety Starts on the Ground

Complex ramp operations and fast-paced environment at airports possess safety risk to people and aircraft. During this session participants will discuss the key ground operations safety hazards and mitigation actions.

Moderated by **Iva Pluhackova**, Head of Ground Ops Operations and Standards, IATA

- **Darsh Chapman**, Head of Airports, Qantas Airways
- **Mike Kotas**, Managing Director – ACS Operations / Ground Safety, Delta Air Lines
- **David Clark**, Global Head of QHSE, Swissport

09h45 – 10h30

Robotics, Automation and Asset management

Dive into the future of airport processes with insights from the latest robotic solutions deployed at German airports. And explore best practices in Ground Support Equipment (GSE) maintenance and Asset Management.

Moderated by **Dimitri Rybkin**, Senior Manager Audit Methods and Deicing, IATA

- **Manuel Wehner**, Manager Autonomous Air Cargo Handling and Transport, Fraunhofer
- **Rakan Almeahdi**, Technical Services Director, Alavest Arabia Equipment Services

10h30 – 11h30

NETWORKING BREAK

IGHC Exhibition hall

11h30 – 12h00

ISAGO – program revamp

The program is ever evolving and is at its peak with 411 accredited stations and 170 airlines benefiting from access to the reports. Learn more about ISAGO latest developments aiming to make the program more robust, efficient, and aligned with the evolving needs of the aviation industry.

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

- **Santiago Frau Planas**, Head of Accreditation and Program management, IATA

IATA GROUND HANDLING CONFERENCE

Day 2 – Wednesday, 14 May

Track – Ground Operations

12h00 – 12h45

When an airport drives standardization

Amsterdam and Prague Airports will share their experience with IGOM adoption and driving harmonization among the GHSPs operating at their airports.

Moderated by **Santiago Frau Planas**, Head of Accreditation and Program management, IATA

- **Christophe Lucas**, Ground Handling Standards and Procedures Expert, Air France
- **Onno Hompe**, Sr. Inspector LtO Compliance, Continuity & Risk, Schiphol Airport

13h30 – 14h30

LUNCH BREAK

IGHC Exhibition hall

14h30 – 15h00

Ground Handling in India – Insights into Privatization, Policies, and Milestones in One of the World's Fastest-Growing Aviation Markets

15h00 – 15h30

Disrupting the Ground: How Innovation is Shaping Aviation Services

IATA GROUND HANDLING CONFERENCE

Day 2 – Wednesday, 14 May

Track – Baggage Operations

09h00 – 10h00

Modern Baggage Messaging (MBM)

The industry has embarked on a transition from decades-old Type B messaging to modern baggage messaging (MBM) technologies that are more secure, cost-effective, and efficient. With recent advancements in both standards development and solution implementation, a new era in baggage messaging is starting. Join us to learn about the latest developments and initiatives driving this transition forward.

Moderated by **Farnush Anwar**, Senior Manager Baggage Automation, IATA

- **Simon Keiner**, Munster/Osnabruck Airport
- **Ravindra Krishnamurthy**, American Airlines
- **Mark Holbrook**, Account Manager, Brock Solution
- **Shabbir Girach**, Managing Director, Shabstec Limited

10h00 – 10h30

SITA's Baggage Insights Report 2025

SITA will share the highlights of the latest performance statistics and trends for baggage handling across the air travel as coming out of the newly produced SITA's Baggage Insights Report 2025 followed by key use cases presenting SITA's innovative baggage portfolio.

- **Nicole Hogg**, Baggage Portfolio Director, SITA
- **Viktor Kusý**, Baggage Product Manager, SITA

10h30 – 11h30

NETWORKING BREAK

IGHC Exhibition hall

11h30 – 12h30

Apple AirTag

Share Item Location is a new Apple feature that helps users locate and recover misplaced items by easily and securely sharing the location of an AirTag or Find My network accessory with third parties such as airlines. Share Item Location is built on the Find My network, a crowdsourced network of over one billion Apple devices that detect missing devices or items nearby, and report their approximate location back to the owner. Support for Share Item Location is currently available or in development with over 50 airlines around the world and baggage management solution providers like SITA, Brock and Reunitus.

- **Michael Tchao**, Apple

IATA GROUND HANDLING CONFERENCE

Day 2 – Wednesday, 14 May

Track – Baggage Operations

12h30 – 13h30

Real Time Baggage Tracking

While airlines are still striding to fully adopt baggage tracking as per the requirement of IATA Resolution 753, passenger expectation is evolving towards having a real-time baggage tracking update with the evolving technologies. What are the challenge for airline to do the basic? How can the industry leverage on these emerging technologies which are allowing passenger track their baggage in real-time? Find out in this session from the airlines that have implemented baggage tracking.

Moderated by **Getnet Taye**, Senior Manager Global Baggage Operations

- **Catherine Mutuku**, Baggage Analyst, Kenya Airways
- **Tanya Wilson**, Dubai Airport

13h30 – 14h30

LUNCH BREAK

IGHC Exhibition hall

14h30 – 15h15

Baggage Claim and Fraud Prevention

The industry faces billions of dollars in annual losses due to baggage claims and fraud. The evolution of these claims and frauds is rapid. To protect themselves from financial and reputational damage, airlines have to implement a robust strategy for claim and fraud prevention. In this session, our speakers will take you through the latest trends, the evolving nature of baggage fraud, and effective techniques for preventing fraudulent baggage claims

Moderated by **Getnet Taye**, Senior Manager Global Baggage Operations

- **Kevin Larson**, Central Baggage Services, Alaska Airlines
- **Hussein Mansour Al Serkal**, Manager Baggage Prorate, Etihad
- **Niueni Tugaga**, Airports Delivery and Performance, Air New Zealand
- **Marlon Van Der Meer**, Founder, Baggage Group

15h15 – 16h00

Insight into baggage analytics

Santhosh Kumar, Manager Baggage Services at Emirates Airlines will share their latest simple and innovative solutions into baggage analytics and how to remain customer centric.

16h00 – 17h00

NETWORKING BREAK

IGHC Exhibition hall

19h00 – 22h00

IGHC NETWORKING DINNER

#IGHC



IATA GROUND HANDLING CONFERENCE

Day 3 – Thursday, 15 May

Closing Plenary

09h00 – 09h45

Leveraging Digital Solutions for Operational Excellence in Ground Handling

Digital transformation is key to optimizing ground handling operations in today's fast-paced aviation landscape. Drawing from our experience at some of Europe's busiest airports in collaboration with Turkish Ground Services, this session will explore how advanced digital solutions enhance turnaround times, resource allocation, and operational efficiency. Attendees will gain valuable insights into optimizing ground handling processes to improve efficiency, reduce costs, increase employee satisfaction, and elevate the passenger experience.

- **Aziz Can Aksoy**, Vice President APAC & TR Turkish Ground Services

09h45 – 10h30

ORAT

Operational Readiness, Activation, and Transition (ORAT) is a comprehensive methodology used in the aviation industry to ensure the smooth and efficient transition of new or significantly upgraded airport facilities from construction to full operational status. Sharing a success story.

Munich Airport International

10h30 – 11h30

NETWORKING BREAK

IGHC Exhibition hall

11h30 – 12h30

Working Together

IATA, ACI and ASA World

12h30 – 13h30

LUNCH BREAK

IGHC Exhibition hall

13h30 – 14h00

Closing Remarks

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

14h00 – 16h00

Workshop