# IATA WINGS OF CHANGE

## FOCUS AFRICA

Dakar, Senegal
8-9 July 2025

# PROGRAM

#IATAWOCFA

**IATA**

# IATA
# WINGS
# OF CHANGE
# FOCUS AFRICA

## Monday, 7 July

| 18:30-19:30 | Welcome Reception |
|---|---|

## Tuesday, 8 July

| 09:00-10:30 | Opening Plenary |
|---|---|
| 10:30-11:00 | Networking Coffee Break |
| 11:00-12:30 | Plenary |
| 12:30-14:00 | Networking Lunch |
| 14:00-15:30 | Plenary |
| 15:30-16:00 | Networking Coffee Break |
| 16:00-17:30 | Plenary |
| 19:30-22:00 | Networking Gala Dinner |

## Wednesday, 9 July

| 09:00-10:30 | **Plenary** |
|---|---|
| 10:30-11:00 | Networking Coffee Break |
| 11:00-12:30 | **Plenary** |
| 12:30-14:00 | Networking Lunch |
| 14:00-15:30 | Plenary |
| 15:30-16:00 | Networking Coffee Break |
| 16:00-17:30 | Closing Plenary |

#IATAWOCFA

*Timings and content are subject to change

IATA

# Tuesday, 8 July

### Opening Session
Keynote speeches by distinguished industry leaders.

### IATA Economic Outlook
An overview of the Aviation Industry's economic outlook at regional and global levels, highlighting the current and forecasted trends impacting the industry's performance.

### Focus Africa Program; Status and Way Forward
A presentation providing an overview of Focus Africa Program status, followed by a panel comprised of industry leaders, partners and key stakeholders discussing and aligning on African Aviation opportunities, challenges, and a call for action.

### Future of Airline Retailing
A presentation and a panel discussion providing insights of the significant transformation the aviation industry is undergoing, with modern retailing practices playing a pivotal role in enhancing customer experiences. This session will delve into the importance of collaboration among airlines, technology providers, and other stakeholders.

### Advanced Payment Solutions and Customer Experience
In today's competitive aviation industry, providing a seamless and efficient payment experience is crucial for enhancing customer satisfaction and loyalty. This session will explore the latest advancements in payment solutions and their impact on the customer experience and journey.

### Regional Air Connectivity in Africa
Air Services agreements, infrastructure and entry visa are often qualified as major impediments to regional connectivity in Africa. However, economic accessibility and lack of attractions for regional tourism are determinant factors for regional traffic stimulation. This session will discuss the opportunities and challenges facing African regional traffic.

#IATAWOCFA

*Timings and content are subject to change

**IATA**
**WINGS**
**OF CHANGE**
**FOCUS AFRICA**

# Wednesday, 9 July

### Regulatory role in Aviation Sustainability
A presentation providing insights of aviation sustainability and examining the critical role of policy and regulation in promoting sustainability within the aviation sector.

### Aviation Sustainability in Africa
A session addressing the practical challenges faced by the aviation industry in adopting sustainable practices in Africa. It will also highlight innovative solutions by stakeholders that have successfully navigated these obstacles to lead significant advancements in aviation sustainability.

### Africa's Infrastructure – Key to achieving sustainable growth
This session will discuss the status of Africa's aviation infrastructure and economic regulations. It aims to bring together leaders from Airports, Investors and Operators to discuss what it takes to build and operate sustainable infrastructure whilst enabling growth. As well, the session will include sharing best practices, successful examples, and produce recommendations for development and enhancement.

### Spotlight on Safety – Ensuring Safe Operations for the Continent
A panel discussion focusing on key elements of Safety, IATA's Safety Connect program and how stakeholders and regulators can work collectively to improve safety culture. The session will include an overview of Collaborative Aviation Safety Improvement Program (CASIP) and case studies from four connected areas of: Safety, Operations, Air Traffic Management, and Skilled Staff, each of which are collectively required to deliver enhancements to achieve a safe, efficient, resilient, and sustainable African Sky.

### Customer Experience & Digital ID
Building bigger capital-intensive infrastructure is no longer the answer. The industry needs to work on smart solutions to facilitate passengers and improve customer experience across Airports and the aviation value chain. This session sheds light on IATA's programs on One ID, the Digital journey and how Airlines, Airports and Governments can implement smart solutions to improve service levels and strengthen facilitation.

### Air Cargo – Unlocking Africa's Trade Potential
Africa currently represents nearly 2% of the global Air Cargo market, however with the increase forecasted in the next two decades Africa is poised to be at the forefront of trade and commerce. This session will discuss how is the African continent preparing for managing growth through digitalization, simplified borders, focusing on key segments such as perishables, live animals, and pharmaceuticals. It will also examine key topics influencing Cargo Operations, Safety and Security.

#IATAWOCFA

*Timings and content are subject to change