

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

- **Dario Crusafon**, Head of Compliance Monitoring / IATA DAQCP Vice Chair, Vueling Airlines
- **Solomon Mutoko**, Compliance Monitoring Manager / IATA DAQCP Chair, Emirates
- **Juha Fieandt**, Managing Director / IATA DAQCP Quality and Acting Training Coordinator, JBA Aviation Oy

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

#IGHC



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 <ul style="list-style-type: none">• Nick Careen, Senior Vice President, Operations, Safety, Security, IATA
09h40 – 09h55	Ground and Baggage Operations: Year in Review <ul style="list-style-type: none">• Monika Mejstrikova, Director Ground Operations, IATA
10h00 – 10h45	Executive Roundtable <p>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.</p> <p>Moderated by Nick Careen, Senior Vice President, Operations, Safety, Security, IATA</p> <ul style="list-style-type: none">• 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 **Getnet Taye**, Senior Manager Global Baggage Operations

- **Niueni Tugaga**, Airports Delivery and Performance, Air New Zealand
- **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 – 14h45

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.

Moderated by **Karsten Uhing**, Senior Researcher, Fraunhofer IML

- **Wesley Teeuwissee**, Schiphol Airport Group
- **Jurek Grzeszek**, Director Sales and Service Middle-East, India, Africa, TLD

14h45 – 15h30

Air Cargo, an enabler of global trade

Air Cargo has been a strong driver of Airlines' revenue growth in 2024. Following the best processes and removing complexity is key to success. Implementing the right procedures allows for compliance and provides the confidence to invest in the future of Cargo Operations.

Andre Majeres, Head of eCommerce & Cargo Operations, IATA

15h30 – 16h30

NETWORKING BREAK

IGHC Exhibition hall

16h30 – 17h00

Session TBC

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
- **Kevin Larson**, Central Baggage Services, Alaska Airlines

14h45 – 15h30

Machine Learning and Artificial Intelligence in Baggage Operations

This session will showcase industry use cases demonstrating successful proofs of concept related to the application of machine learning and artificial intelligence in various aspects of baggage operations, such as tracking, claim handling, and fraud deterrence.

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

- **Marlon Van Der Meer**, Baggage Group
- **Rami Al-Haddad**, CTO, Menzies
- **Mathias Therond**, Business Development Manager, IDEMIA (TBC)

15h30 – 16h30

NETWORKING BREAK

IGHC Exhibition hall

16h30 – 17h00

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.

17h00 – 18h00

IGHC WELCOME COCKTAIL

IATA GROUND HANDLING CONFERENCE

Day 2 – Wednesday, 14 May

Track – Ground Operations

09h00 – 09h45

ORAT 2.0: Innovating and digitalizing the ORAT process

ORAT (Operational Readiness, Activation, and Transition), ensures readiness of people, procedures, systems, and facilities during construction. It establishes operational models with stakeholder engagement, supports training for new infrastructure, conducts trials for smooth operations, oversees the terminal move, and launches operations. The process is streamlined using cloud-based software to boost productivity. To learn how to effectively manage it, join this session.

- **Herbert Michael Keffel**, Munich Airport International

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 Almhadi**, Technical Services Director, Alavest Arabia Equipment Services
- **Alexandre Kazan**, Product Manager, OREYEON

10h30 – 11h15

NETWORKING BREAK

IGHC Exhibition hall

11h15 – 11h45

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

11h45 – 12h30

When an airport drives standardization

Amsterdam, Air France and Kenya Airport Authority 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
- **Dr Simon Peter Njoroge**, Airport Operations, JKIA

12h30 – 13h15

Beyond the Freeze: Innovations, Sustainability, and Real-world Lessons in Aircraft De-icing

Aircraft de-icing is advancing with new technologies, sustainability efforts, and operational needs. This expert-led session explores key lessons, innovations, and real-world examples. Learn how DAQCP insights help manage risks, optimize performance, and drive smarter decisions, while airlines and ground handlers tackle challenges from both emerging technologies and legacy systems for safer, greener winter operations.

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

- **Dario Crusafon**, Head of Compliance Monitoring/IATA DAQCP Vice Chair, Vueling Airlines
- **Solomon Mutoko**, Compliance Monitoring Manager/IATA DAQCP Chair, Emirates
- **Juha Fieandt**, Managing Director/IATA DAQCP Quality and Acting Training Coordinator, JBA Aviation Oy

13h15 – 14h15

LUNCH BREAK

IGHC Exhibition hall

14h15 – 14h45

Balancing Innovation and Experience in Ground Operations

This session will explore how aviation ground operations can successfully integrate cutting-edge technologies with the invaluable expertise of seasoned workers.

Attendees will gain a comprehensive understanding of strategies for maintaining operational excellence in ramp operations while fostering a collaborative environment that values both innovation and experience

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

- **Theresa Autry**, Senior Manager – Network Load Control, Network Operations Center, United Airlines

#IGHC



IATA GROUND HANDLING CONFERENCE

Day 2 – Wednesday, 14 May

Track – Ground Operations

14h45 – 15h15

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

15h15 – 16h15

NETWORKING BREAK

IGHC Exhibition hall

16h15 – 17h15

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
- **Eddah Munyi**, Head KQ Academy, Kenya Airways

19h00 – 22h00

IGHC NETWORKING DINNER

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
- **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 – 11h15

NETWORKING BREAK

IGHC Exhibition hall

11h15 – 12h15

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.

Moderated by **Emma Dayo**, Regional Manager, OSS, IATA

- **Michael Tchao**, Pro Workflow/Future Computing, Apple
- **David Dorn**, Apple Maps/FindMy, Apple
- **James Peacock**, Product Manager, SITA
- **Dan Sankar**, General Manager, Delta Air Lines

IATA GROUND HANDLING CONFERENCE

Day 2 – Wednesday, 14 May

Track – Baggage Operations

12h15– 13h15

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
- **Hamon Shen**, Senior Manager, Airside Development & Baggage Transformation, Changi Airport
- **Hossam Kandeel**, Senior Manager Baggage Operations, Qatar Airways
- **Charl Smit**, Acting Vice President, Qatar Aviation Services

13h15 – 14h15

LUNCH BREAK

IGHC Exhibition hall

14h15 – 15h00

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

IATA GROUND HANDLING CONFERENCE

Day 2 – Wednesday, 14 May

Track – Baggage Operations

15h15 – 16h15 **NETWORKING BREAK**
IGHC Exhibition hall

16h15 – 17h15 **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

19h00 – 22h00 **IGHC NETWORKING DINNER**

IATA GROUND HANDLING CONFERENCE

Day 3 – Thursday, 15 May

Closing Plenary

09h00 – 10h00

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

- **Mike Kotas**, Managing Director, ACS Operations / Ground Safety, Delta Air Lines
- **David Clark**, Global Head of QHSE, Swissport
- **John Nalinya**, Head of Ground Operations, Kenya Airways
- **Beliz Ataman**, Operational Compliance and Projects Manager, Havas Ground Handling Co.

10h00 – 11h00

NETWORKING BREAK

IGHC Exhibition hall

11h00 – 11h45

Working Together

IATA, ACI and ASA World

- **Dr Waleed Youssef**, Director General, ASA World
- **Darryl Dowd**, Vice President, Safety, Security and Operations, ACI World

11h45 – 12h00

Closing Remarks

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

12h00 – 13h00

LUNCH BREAK

IGHC Exhibition hall