

Passenger Terminal EXPO 2010

23. 24. 25 MARCH 2010
BRUSSELS, BELGIUM

THE 16TH INTERNATIONAL CONFERENCE AND EXHIBITION FOR PASSENGER TERMINAL
DESIGN, MANAGEMENT, SECURITY AND TECHNOLOGY

IATA ALL THINGS BAGGAGE



www.passengerterminal-expo.com

THURSDAY 25 MARCH 2010

IATA – ALL THINGS BAGGAGE

**Welcome to the session and introduction –
Conference Chair**

The session will include: an overview of IATA baggage activities, what we do and how this helps the industry; case studies from the IATA Baggage Improvement Programme – how real-world problems have been solved; and a panel discussion on the future of baggage handling. The audience will gain an understanding of the services IATA offers to help solve baggage problems, and also real insight into baggage handling at some of the best-performing and most improved airports.

09.00-13.30

Peter Stanton, Head of Scheduling and Baggage Services, IATA, SWITZERLAND

Andrew Price, Assistant Director, Baggage and the BIP, IATA, SWITZERLAND

Mark Van Gaalen, Strategic Consultant, Amsterdam Airport Schiphol, Netherlands

Gregor Baues, Chief Architect Application Infrastructure, Air France, France

Glenn Morgan, Head of IT - Airline Operations, British Airways, UK

10.45-11.00

REFRESHMENT BREAK

The IATA Baggage Team will be at Passenger Terminal EXPO to provide you with a complete overview of baggage activities, both in terms of the regulatory framework for baggage handling and feedback from the team's visits to airports around the globe to investigate baggage handling issues and recommend solutions. In addition to these presentations there will be a panel session in which global experts will discuss the ideal airport for baggage processing and what must be done before that airport can exist.

- What are the regulations and rules in the area of baggage?
- How do ATA and IATA work together
- What about IATCI rules?
- What are the IATA resolutions and recommendations that refer to baggage?
- What is the baggage service manual and the Baggage Improvement Programme toolkit?
- How can you work with IATA in the area of baggage?

The IATA Baggage Improvement Programme

The Baggage Improvement Programme has been running for two years. IATA will describe the most common issues that have been discovered while executing the programme, and also the solutions to those issues from the IATA toolkit. Case studies from around the globe will be presented.

13.00-15.00

LUNCH in the delegate dining area of the exhibition hall