

IATA CARGO EXPERTS CONFERENCE

Brussels, Belgium
24-25 September 2025

PROGRAM



IATA CARGO EXPERTS CONFERENCE

Brussels, Belgium 24-25 September 2025



We are thrilled to announce the launch of the [IATA Cargo Experts Conference \(CEC\)](#) 2025 in **Brussels, Belgium, from 24-25 September**, with registration now open with Early Bird Rates!

Timed perfectly to coincide with the issuance and updates on the upcoming IATA cargo standards and manuals, this event offers a unique opportunity to expand your professional networks across the air cargo supply chain.

The Cargo Experts Conference complements our existing cargo lineup. While the IATA World Cargo Symposium (WCS) focuses on business insights, strategic roadmaps and industry objectives, the **CEC addresses more technical content and will speak about core processes maintained by industry experts.**

The CEC offers **four dynamic, specialized tracks** focused on key areas of the cargo business. These tracks provide you, the industry expert, an opportunity to deep dive with other air cargo supply chain professionals into the latest industry standards, share and influence best practices in your areas of expertise, and leave the conference with tangible knowledge and tools to revise and enhance your processes, operations manuals and training programs.

Cargo Pharma

Discover how next-gen pharma innovations are shaping the future of air cargo with cutting-edge insights.

PHARMA

Cargo Claims & Loss Prevention

Gain expertise in managing claims, preventing losses and staying updated with the latest case-law evolution in air cargo.

CCLP

Digital Cargo

Explore how digital standards such as ONE Record, data-driven logistics and new technologies are transforming air cargo business processes and operations.

DIGITAL

Cargo Operations

Understand how seamless and efficient processes can elevate your air cargo operations to new heights of excellence.

OPS

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IATA CARGO EXPERTS CONFERENCE

As of June 16, 2025

Tuesday, 23 September

09:00-12:30	DLC Forum & COTB (under invitation only)	
13:00-18:30	Registration Open	
14:00-17:30	DLC Forum & COTB (under invitation only)	THE IATA SOLUTIONS 4 CARGO FORUM
18:30-19:30	Welcome Reception	

Wednesday, 24 September

09:00-10:30	PHARMA	CCLP	DIGITAL	OPS
10:30-11:00	Networking Coffee Break			
11:00-12:30	PHARMA	CCLP	DIGITAL	OPS
12:30-14:00	Networking Lunch			
14:00-15:30	PHARMA	CCLP	DIGITAL	OPS
15:30-16:00	Networking Coffee Break			
16:00-17:30	PHARMA	CCLP	DIGITAL	OPS
18:30-22:00	Networking Cocktail Reception			

Thursday, 25 September

09:00-10:30	PHARMA	CCLP	DIGITAL	OPS
10:30-11:00	Networking Coffee Break			
11:00-12:30	PHARMA	CCLP	DIGITAL	OPS
12:30-14:00	Networking Lunch			
14:00-15:30	PHARMA	CCLP	DIGITAL	OPS
15:30-16:00	Networking Coffee Break			
16:00-17:30	PHARMA	CCLP	DIGITAL	OPS
18:30-22:00	Networking Cocktail Reception			

Friday, 26 September

(Industry meetings under invitation only and separate agenda)

09:00-17:30	DCWG	HCWG	ICHC	CSWG, CCWG, CBMB
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As of June 16, 2025

23 September 2025

The IATA Solutions 4 Cargo Forum

14:00 – 15:30

Business Intelligence Data 4 Cargo

How does the right market intelligence drive success? For over 20 years, the air cargo industry has relied on accurate and comprehensive market intelligence such as IATA CargoIS to drive success. This session will demonstrate how the right air cargo data can transform your business, maximise your bottom line, and lead to significant growth and efficiency.

Safety & Digital Compliance 4 Cargo

Innovate, Elevate, and Accelerate your Compliance programs, exploring the latest market trends and learn how IATA Compliance Solutions can provide your organizations with unparalleled value, support your operations, and connect with your internal compliance programs, with solutions such as TACT Rules, Rates and Schedules.

Dive into the world of Dangerous Goods with DG AutoCheck cargo safety, compliance, and the acceptance process digitalization. Learn about Connect API, which automates the transfer of DG data from DG AutoCheck to NOTOC systems, and the new DG Digital enhancement that enables the creation of electronic Dangerous Goods Declarations (eDGD).

Learn about IATA LIVE ANIMALS "LAR VERIFY" which ensures timely & prompt availability of the latest information corresponding to live animal shipments through the use of real-time APIs.

Training 4 Cargo

Learn about the latest training trends in regulated and non-regulated cargo training. And how the right trainings and methodology can serve your organization. Familiarize with the ongoing evolution of Competency Based Training & Assessment (CBTA) in Dangerous Goods Training. Find out the new training solutions including long-term professional development such as diploma programs for upskilling your teams. And learn about the Future Air Cargo Executive program (FACE).

15:30 – 16:00

COFFEE BREAK

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23 September 2025

The IATA Solutions 4 Cargo Forum

16:00 – 17:00

Certifications 4 Cargo

IATA Certification - a strategic advantage for Business Growth. Explore how certification can revolutionize your business, driving growth, expanding market reach, and gain a competitive edge, whilst discovering the transformative power of Certification in continuous improvement on operational excellence and customer satisfaction.

Sustainability & Schedules 4 Cargo

There are increasing expectations for the logistics and air transport sector to be transparent about its environmental impacts, with the display and reporting of CO2 emissions being more prominent. The workshop will discuss the importance of accurate data to represent air cargo, the importance of consistency and transparency, and how data can be applied to future use cases to support your sustainability journey.

Equally, discover how the IATA Schedule Data Exchange Program can facilitate comprehensive capacity analysis, providing cargo airlines with visibility into available cargo space across various aircraft types and routes, so that they can optimize the use of both dedicated freighter flights and the belly capacity of passenger flights.

Finance & Payments 4 Cargo

Air Cargo Community Billing. Discover new insights on how IATA supports billing solutions with the evolution of Air Cargo. This session will present new payment solution (IATA FlexPay), Tax Compliance Invoicing and the benefits of increased standardization through e-invoicing capability

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PHARMA

09:00 – 10:30	Next-Generation Pharma Air Cargo: Market Dynamics and Emerging Needs Explore the evolving demands of pharmaceutical cold chain logistics. Industry leaders will examine key trends driving patient-centric logistics and strategies to enhance supply chain resilience amid geopolitical challenges.
10:30 – 11:00	NETWORKING COFFEE BREAK
11:00 – 12:30	Regulatory Compliance and Quality Management Gain insights into the complex regulatory framework governing pharmaceutical air cargo. This session will focus on compliance standards and the implementation of robust quality management systems.
12:30 – 14:00	NETWORKING LUNCH
14:00 – 15:30	Managing Claims and Losses in High-Value Pharma Shipments (Joint session with Cargo Claims and Loss Prevention Track) This session will discuss the latest developments in pharma transport as well as cargo claims in this high-value field. It will also cover how analyzing claims and data can identify key areas for improvement in handling, storage, and transportation processes, enhancing service quality and reducing future risks.
15:30 – 16:00	NETWORKING COFFEE BREAK
16:00 – 17:30	Pharma Digital Transformation and ONE Record Implementation (Joint session with Digital Track) This session will explore the rapid advancement of digital cargo solutions and the practical implementation of IATA's ONE Record standard. Industry experts will demonstrate how data-driven logistics and new technologies are transforming air cargo business processes and operations. Attendees will gain practical knowledge on solutions that enable direct communication between airlines, logistics providers, and customers.

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PHARMA

09:00 – 10:30	Optimizing Capacity in a Changing Market Address the pressing issue of capacity constraints in air cargo. Experts will share strategies for optimizing operations, including flight path efficiency, fuel-saving technologies, and innovative capacity management.
10:30 – 11:00	NETWORKING COFFEE BREAK
11:00 – 12:30	Temperature Control and Sustainable Cold Chain Innovation Examine the latest innovations in temperature-controlled logistics. This session will focus on maintaining product integrity and sustainability throughout the cold chain, a critical challenge in pharma air cargo.
12:30 – 14:00	NETWORKING LUNCH
14:00 – 15:30	Personalized Medicine Logistics: Transforming Air Cargo for Cell and Gene Therapies As cell and gene therapies gain regulatory approval, this session will address the unique transportation requirements for these life-saving treatments. Participants will learn about precision timing, controlled environments, and specialized handling procedures necessary for maintaining therapeutic efficacy during air transport.
15:30 – 16:00	NETWORKING COFFEE BREAK
16:00 – 17:30	The Future Ecosystem for Air Pharma – Collaboration, Compliance, and Innovation This session explores how the air pharma sector is evolving through stronger collaboration, stricter compliance, and cutting-edge innovation. Experts will discuss how partnerships, new regulatory standards, and technologies like IoT and AI are improving the safety, efficiency, and sustainability of pharmaceutical shipments. Attendees will gain practical insights on building a resilient pharma logistics ecosystem.

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CCLP

09:00 – 10:30

Welcome Address

Keynote Speech

Montreal Convention of 1999: Impacts of the New Liability Limit

The liability limit of the 1999 Montreal Convention was recently increased. This session will discuss the impact on relationships with insurers, multimodal transports/trucking and contract re-drafting.

10:30 – 11:00

NETWORKING COFFEE BREAK

11:00 – 12:30

Case Studies distribution

Some fictional but realistic cargo claims cases will be distributed to the audience, to allow each participant to reflect on those cases until the next day. This session's Moderators can be trusted to come up with particularly cunning scenarios which will challenge the audience's skills to their maximum.

From Shipper to Agent: Understanding Forwarders' Role

12:30 – 14:00

NETWORKING LUNCH

14:00 – 15:30

Managing Claims and Losses in High-Value Pharma Shipments
(Joint session with Pharma track)

This session will discuss the latest developments in pharma transport as well as cargo claims in this high-value field. It will also cover how analyzing claims and data can identify key areas for improvement in handling, storage, and transportation processes, enhancing service quality and reducing future risks.

15:30 – 16:00

NETWORKING COFFEE BREAK

16:00 – 17:30

Future of Claims Handling: AI, Customer Experience, and Emerging Trends

This session will explore the integration of AI in claims processing, approaches to enhance customer experience, and emerging trends in cargo claims management.

Lucky Draw I

Try your luck! Each participant gets at least one gift. Will it be a pencil or a model aircraft?

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CCLP

09:00 – 10:30

Experts Panel

This always highly interactive session will focus on actual claims management questions submitted by the participants, with the proficient analysis of experienced claims managers.

10:30 – 11:00

NETWORKING COFFEE BREAK

11:00 – 12:30

Experience with Cargo Tracking

Case Studies Resolution

This session will provide the opportunity to debate on the resolution of the cases distributed on the first day. In addition the moderators will provide a deep analysis and discuss facts, evidence, liability assessment, and claims handling strategy, providing as a result some tangible roadmap for assessing gathering, handling,

12:30 – 14:00

NETWORKING LUNCH

14:00 – 15:30

Judges' Corner

A good contender with the Experts Panel as one of the most favorite CCLP sessions over the past 15+ years, this session will gather the views of eminent air cargo lawyers on cases submitted by claims managers around the world..

15:30 – 16:00

NETWORKING COFFEE BREAK

16:00 – 17:30

Session on insurance (tbc)

Quiz

The traditional Quiz on cargo claims and loss prevention will provide the opportunity to some in the audience to shine and get those highly coveted quiz prizes!

Lucky Draw II

Your last chance! So, are you getting that last model aircraft after all?

Conference Wrap up & Close

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DIGITAL

09:00 – 10:30

Welcome address

Keynote on digitalization – Airline

An airline industry leader shares insights on how digital transformation is reshaping air cargo operations, efficiency, and customer experience.

Keynote on digitalization - Industry executive

Executive Panel discussion digitalization on industry vision for digital air cargo

Top executives from across the cargo ecosystem discuss the strategic roadmap for a fully digital air cargo industry and the collaborative steps needed to get there.

10:30 – 11:00

NETWORKING COFFEE BREAK

11:00 – 12:30

Updates on ONE Record standard

An in-depth update on the latest developments in ONE Record APIs and how data orchestration is enabling seamless, standardized cargo data exchange.

Panel : Industry readiness for ONE Record 1-1-2026: where do we stand?

Industry stakeholders assess progress toward the 2026 ONE Record implementation deadline, discussing milestones and readiness levels.

12:30 – 14:00

NETWORKING LUNCH

14:00 – 15:30

ONE Record implementations

Real-world examples of ONE Record implementation, showcasing how organizations are adopting the standard and the benefits they're realizing.

15:30 – 16:00

NETWORKING COFFEE BREAK

16:00 – 17:30

Pharma Digital Transformation and ONE Record Implementation

This session will explore the rapid advancement of digital cargo solutions and the practical implementation of IATA's ONE Record standard. Industry experts will demonstrate how data-driven logistics and new technologies are transforming air cargo business processes and operations. Attendees will gain practical knowledge on solutions that enable direct communication between airlines, logistics providers, and customers.

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DIGITAL

09:00 – 10:30

Welcome back

Keynote on AI

A visionary keynote exploring the transformative potential of artificial intelligence in air cargo.

Opportunities and realities with AI - Fireside chat

A candid conversation between industry leaders and AI experts on the real-world applications, challenges, and future of AI in cargo logistics.

AI use cases

Showcasing practical AI applications in cargo operations, from demand forecasting to anomaly detection and process automation.

10:30 – 11:00

NETWORKING COFFEE BREAK

11:00 – 12:30

Strategies and potential of AI for customs processes

This session explores how digital tools are enhancing customs processes and air cargo security, enabling faster clearances, better compliance, and improved risk management.

CSD reform

The CSD/e-CSD reform initiative aims to modernize and harmonize the process of issuing and transferring security status across the air cargo supply chain.

12:30 – 14:00

NETWORKING LUNCH

14:00 – 15:30

The potential of open source

A look into how open-source technologies are driving innovation in air cargo, fostering collaboration and accelerating digital transformation across the industry.

15:30 – 16:00

NETWORKING COFFEE BREAK

16:00 – 17:30

Robotics and automation

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09:00 – 10:30

Air Cargo Outlook

Looking at 2025 and further at 2026, what are the lessons learned and necessary priorities in air cargo.

Challenges in Cargo Operations

After experiencing a tariff rollercoaster and trade wars affecting our supply chains, what are the headwinds we are facing in the air cargo industry.

General Cargo Handling - What's New

Explore the latest updates in cargo handling with a focus on the importance of planning, the updated standards and best practices outlined in the IATA Cargo Handling Manual (ICHM). This session equips stakeholders with essential insights to enhance safety, efficiency, and collaboration.

10:30 – 11:00

NETWORKING COFFEE BREAK

11:00 – 12:30

Special Cargo Requirements – What's New

This session explores the latest updates on regulatory changes to the IATA Live Animals Regulations (LAR), Perishables Cargo Regulations (PCR), and the Temperature Control Regulations (TCR). The session will also unveil IATA's updated Special Cargo Roadmap, outlining strategic priorities and collaborative initiatives aimed at improving safety, efficiency, and sustainability in special cargo logistics.

Journey of a Pet in Cabin

This session will focus on the importance of shaping standardized industry policies for a seamless pet journey, in compliance with established regulations mandated by legislations worldwide.

As the needs of passengers traveling with pets evolve, consistency and standardization will enhance the travel experience for both pets and their owners, setting a unified approach for the future.

We will explore industry standards across various departments within an airline, including Cargo, Passenger Services, and Ground Operations, highlighting how different parts of the organization manage and implement these standards.

Unit Load Devices (ULD) Handling – What's New

12:30 – 14:00

NETWORKING LUNCH

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14:00 – 15:30

FRC FCC and Global Aviation Data Management (GADM)

Cargo Safety - What's New

Aviation Cyber Security

Aviation cyber security is critically important for air cargo and supply chains due to the increasing digitization and interconnectivity of the systems involved in global logistics.

Air Cargo Security - What's New

Emerging threats, policy adjustments and the challenges for industry.

15:30 – 16:00

NETWORKING COFFEE BREAK

16:00 – 17:30

Joint Aviation Security and Aviation Safety Panel Discussion

Despite increasing awareness of the cross-over between aviation safety and security - silos remain. Why should safety and security work in tandem? Are there potential synergies?

Wrap up Day 1

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09:00 – 10:30

E-Commerce Outlook

eCommerce is one of the main drivers of the air cargo industry. It provides the airline industry with volumes but is difficult to identify and assign the right level of service. This session will explore the state of the eCommerce industry.

E-Commerce Challenges and Opportunities

eCommerce is a consumer-centric business. But when it comes to deliver shipments, are we, the air cargo industry, enough standardized or harmonized to bring the most value to the consumers?

10:30 – 11:00

NETWORKING COFFEE BREAK

11:00 – 12:30

ISAGO Revamp

Explore the transition of ISAGO CGM content from the Ground Operations Safety Manual (GOSM) to the IATA Cargo Handling Manual (ICHM), which introduces a broader and deeper audit scope for Cargo Handling Facilities and Ground Handling Service Providers. Gain insights into the upcoming changes, including an overview of the implementation checklist and the gap analysis tool.

One Source and certifications

Discover IATA's comprehensive certification programs in Cargo Operations—from the general Cargo Handling Facility Assessment to specialized Centers of Excellence such as CEIV Pharma, Live Animals, and Fresh. Learn how IATA's ONE Source platform brings unparalleled transparency to the industry by showcasing validated capabilities, equipment, infrastructure, and certifications.

12:30 – 14:00

NETWORKING LUNCH

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14:00 – 15:30

Airport Development (ADRM) - What's New

The IATA Airport Development Reference Manual (ADRM) provides recommendations how to think your Airport's Cargo Terminal. Over the last year, the ADRM cargo working group has worked on a number of activities to ensure that correct information is handed over to airport operators.

Sustainability on the ground

Efficient operations on the ground can have a positive impact on air cargo sustainability. This session will explore practical strategies aimed at reducing plastic usage and operational waste, minimizing product loss, and enabling circularity. The presentation will feature specific examples of how sustainable and efficient handling practices are currently being adopted to foster a more resilient air cargo ecosystem.

Cargo Training - What's New

IATA has recently created a Cargo Training Working Group (CTWG) with the objective to provide recommendations to the Cargo Standard Setting Boards on specific training requirements to equip and maintain a competent workforce with the Competency-based Training and Assessment (CBTA) approach, in line with the respective Regulations. This session provides essential knowledge to enhance employee's skills.

15:30 – 16:00

NETWORKING COFFEE BREAK

16:00 – 17:30

The Future of Air Cargo: Operational Excellence and Technology Trends

Join an engaging panel discussion focused on the ways efficiency, excellence, and technological advancements are transforming the future of cargo operations. In this session, experts will share valuable insights into the key strategies that are revolutionizing cargo facilities, improving performance, and enabling better planning through innovative solutions.

Digital Solutions – What's New

This session is to provide you, the delegates, with tangible solutions using technological solutions to enhance efficiency and pave the road to excellence.

Wrap up Day 2