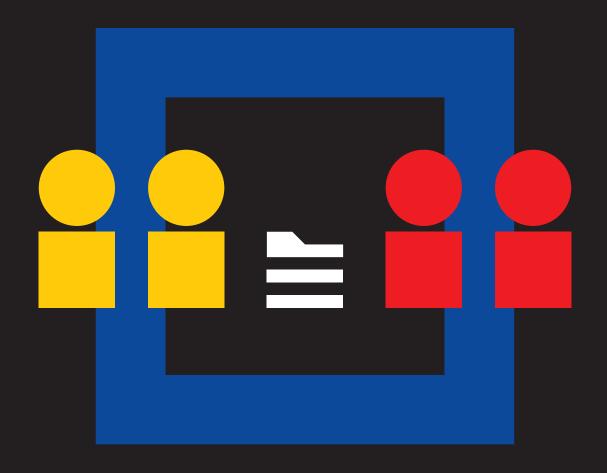# How Are IATA Passenger Standards Developed and Adopted?

Version 2.0

IATA

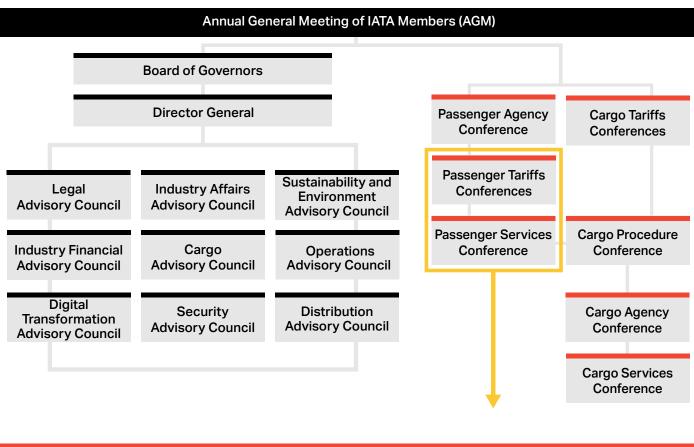## How are Passenger Standards Developed?

Industry standards simplify common processes and reduce cost and complexity. They allow airlines to work seamlessly with each other and with other stakeholders such as travel agents, airports, and governments. Standards encourage innovation and provide a better experience for passengers. Standards are developed and adopted under the IATA Conference structure, where all members are able to participate and vote. This activity is separate but complimentary with activity under the Industry Advisory Councils, which provide advice on policy and industry activity.
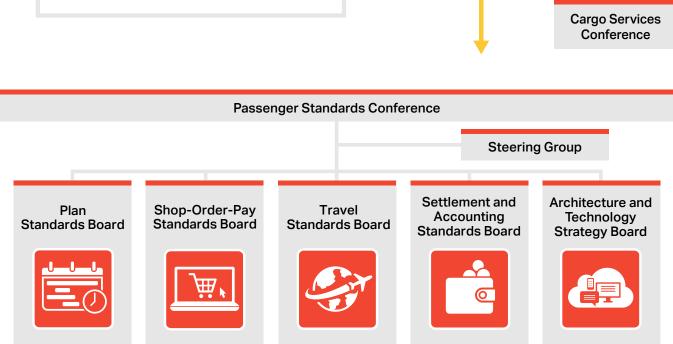
The Passenger Standards Conference

From 1 November 2018, all activities under the Passenger Services Conference and the Passenger Tariff Conference were combined into a single structure, the Passenger

Standards Conference. This Conference now manages all standards activity touching passenger processes (distribution, airport and financial) together with more general standards such as coding and scheduling. The Passenger Standards Conference is governed by Resolution 009 which establishes the Conference structure and five Management Boards each with oversight of standards in a key business domain.

The Conference

The Conference has ultimate decision-making authority over all standard setting activity within its scope. Every member airline is able to attend and vote. The Conference adopts or changes Resolutions and Recommended Practices, and elects the Board Members to oversee the standards across each business domain. The activity of the Conference is managed between meetings by a Steering Group which is made up of the Chair and Vice-Chair of the Conference together with the Chair and Vice-Chair of each Management Board.

The Management Boards

Each Management Board is made up of 18 airlines representing the Conference. The Boards have oversight across the strategy and direction of standards within their domain. They manage implementation and ensure that standard setting activities are prioritized based on airline requirements. They explore new areas where industry standards could add value and propose areas where industry standards should be discontinued.

Groups Under Each Board

The Boards may create groups to develop standards on specific areas. Depending on the Terms of Reference that the Board adopts, generally these groups will involve a core membership of organizations committing to the activity, and may also have the opportunity for observers, or participation on a more ad hoc basis. These Groups review proposals to create or amend specific areas of standards. Technical experts from airlines, Strategic Partners and Industry Stakeholders discuss each proposal to ensure that the requirements are clear and well understood, and that the proposed solution meets the requirements. Groups under each Board must be re-endorsed by the Board at least every 12 months to continue. This ensures that the work of the Group is still adding value.

Where are Standards Published?

All IATA standards are developed by airlines and industry stakeholders, and adopted through a transparent and established governance process, make sure that your airline always has access to the latest version of all standards.

Resolutions	Developed by owning group, endorsed by Board and adopted by Conference with unanimous support from airlines, binding on all members. Eg. Resolution 766 Interline Reservation Procedures	Published every year in the Resolution Manuals (Passenger Standards Conference Resolution Manual), in an e-reader format available at: www.iata.org/en/publications/standards-manuals
Recommended Practices	Developed by owning group, endorsed by Board and adopted by Conference with two-thirds majority support from airlines, provides guidance to members, Eg. RP1735 Planned Schedule Changes	
Data Exchange Formats and Implementation Guides	Developed by owning group, endorsed by business-owning Board and Architecture and Technology Strategy Board. Adopted by the Conference, or under delegated authority from the Conference. Eg. Enhanced Distribution Schemas and Implementation Guide	Published when adopted, publically available at: https://developer.iata.org/en/passenger/
Other specific manuals and guides developed and adopted under the authority of a Resolution or RP	Developed by owning group, endorsed by business-owning Board and Architecture and Technology Strategy Board. Adopted by the Conference, or under delegated authority from the Conference. Eg. Standard Schedule Information Manual (SSIM)	Published separately every year in an e-reader format, and available at: www.iata.org/publications/Pages/standards-manuals.aspx

Passenger Standards Conference

PSC Steering Group

Interline Working Group

Plan

Interactions between airlines and other parties around which services are intended to be made available.

- Airline Product Management Working Group
- Industry Coding Working Group
- Minimum Connect Time Working Group
- Schedules Publication Working Group
- Slot Messaging Working Group
- Technology Standards Support Working Group *

Shop-Order-Pay

Interactions between airlines and others parties around offering, confirming, paying and tracking products and services.

- Offer and Order Working Group
- Order Payment Working Group
- Pricing Automation Working Group
- Reservations Working Group
- Ticketing Working Group
- Shop-Order-Pay Standards Board Advisory Forum
- Technology Standards Support Working Group *

Travel

Interaction between airlines and other parties around fulfillment and delivery of a product or service to a customer.

- Baggage Working Group
- Baggage Steering Group
- Customer Experience and Facilitation Working Group
- Control Authorities Working Group
- Delivery on Orders Working Group
- Facilitation Passenger Data Working Group
- Fuel Data Working Group
- Groung Operations Automation & Digitalization Working Group
- Ground Operations Standards Working Group
- Technology Standards Support Working Group *

Settlement and Accounting

Interactions between airlines and other parties around managing financial processes supporting the delivery of passenger services.

- Airline Billing and Settlement Working Group
- BSP Data Interchange Specifications Working Group
- Order Accounting Working Group
- Settlement and Accounting Advisory Forum
- Technology Standards Support Working Group *

Architecture and Technology

Interoperability and quality of all Data Exchange Standards; architecture and technology strategy guidance to all projects with data or information technology component.

- Change Management & AIDM Integration Working Group
- Identity Management Working Group
- Open Air Working Group

* Shared Responsibility with the ATSB

Who needs to comply with IATA standards?

Passenger Standards Conference standards are only binding on IATA member airlines

All standards developed and adopted under the Passenger Standards Conference structure are only applicable to IATA member airlines. For this reason, only IATA member airlines vote within the governance structure, though many other stakeholders may be involved in the development of standards.

These standards act as an agreement between all IATA member airlines that they will follow these standards.

Members are bound by Resolution and must always follow them. This includes other Manuals to which a Resolution gives authority, such as the Revenue Accounting Manual (which has authority under Resolution 663). Members may bilaterally agree with each other if they do not wish to follow a Resolution, but in this case an agreement must be made directly between impacted Members. Recommended Practices, and other standards that are not directly referenced by a Resolution are not mandatory. However they provide guidance and should be followed wherever possible.

Every airline must ensure that their internal procedures are designed to manage compliance with IATA Passenger Standards Conference standards.

Similarly, many airlines may also engage third party suppliers to perform tasks on their behalf, or to act as their agent in interactions with passengers. These third parties may include travel agents, ground handling agents, airports, data aggregators and outsourced customer contact centers. It is as important that every airline ensures that their agents and providers perform tasks in compliance with IATA Passenger Service Conference standards. Airlines may wish to include reference to these standards within their commercial agreements with providers.

Passenger Standards Conference standards are not binding on technology providers, unless referenced in a separate agreement with an airline

Airlines may engage third party technology providers, to manage their own internal commercial systems, often referred to as Passenger Service Systems or PSSs. Airlines may also engage technology partners to interface with their travel agents, often referred to as Global Distribution Systems or GDSs.

It is important that every airline ensures that their system providers are also performing tasks in compliance with Passenger Service Conference standards. Airlines may wish to include reference to these standards within their commercial agreements with providers, but this is entirely up to each airline. Technology companies play a critical role in the distribution environment, and these organisations participate actively in the IATA Passenger Standards Conference activity together with their customer airlines.

Passenger Standards Conference standards often refer to processes involving non-airline parties. This does not mean that Passenger Standards Conference standards are in any way binding on non-airline partners, but simply refers to processes IATA member airlines must ensure are followed when non-airline stakeholders are engaged.

Some GDS providers may also use IATA Passenger Standards Conference standards in their interactions with other parties (which might include non-IATA member airlines, non-airline travel operators, hotels or rental cars). For example, a GDS may use IATA assigned codes for identifying locations or operators when facilitating the sale of travel itineraries where an IATA member airline is not involved. This is entirely a commercial decision by each GDS provider, and each provider is in no way bound by the IATA Passenger Standards Conference standards in these situations.

How do non-airlines become involved in standards development?

Many non-airline stakeholders play an important role in implementing standards on behalf of their customer airlines. These stakeholders play a key role in the development of standards through the IATA Strategic Partnership program. Each Management Board is comprised of airlines only but may establish an Advisory Forum for key Strategic Partners within their business domain. This forum provides a sounding board for senior decision makers from airlines and Strategic Partners to engage and align on strategy and prioritization. Depending on the Terms of Reference, groups created by Boards to develop standards in specific areas are generally open to full involvement by Strategic Partners. Airlines are encouraged to actively engage with their technology providers and suppliers in these forums. More information on the IATA Strategic Partnership Program is available at www.iata.org/sp.

The IATA Passenger Agency Program

It is important to note that standards that are developed under the IATA Passenger Agency Conference are slightly different. Resolutions developed and adopted under the Passenger Agency Conference are binding on IATA member airlines and are also binding on IATA accredited travel agents through their agreement to participate in the IATA Agency Program. For this reason, travel agents are actively involved within the governance process of the IATA Passenger Agency Conference. At times, the Agency Conference Resolutions may reference Passenger Standards Conference Resolutions where a specific technical process or requirement is mandatory.

Some technology providers also participate in the IATA Agency Program by acting as Ticketing Service Providers (TSPs), facilitating the issuance of neutral tickets on behalf of airlines and travel agents. Each TSP has obligations relating to their agreement to participate in the IATA Agency Program.

Joint standards

IATA Passenger Standards Conference standards are only binding on IATA member airlines. Some activity under the Conference structure may be held jointly with other standard setting organisations. Where this occurs, this is clearly outlined in the terms of reference of each Group, and in all proceedings of minutes where relevant. In these situations, the application of standards on non-IATA members is only facilitated through the authority of the other standard setting body who may be involved in the activity. For example, some activity under

the IATA Passenger Standards Conference is run jointly with Airlines for America (A4A). Outcomes of these activities are adopted as IATA standards by the IATA member airlines, and separately adopted as A4A standards by A4A member airlines. These joint standards are binding on IATA members as IATA standards, and are binding on A4A members as A4A standards.

IATA Standards and ATPCO

IATA and ATPCO have a strong relationship, and a long history of working together to add value to the airline industry. ATPCO standards-setting activity focuses on pricing and retailing automation. These standards bind all ATPCO customer airlines and are defined within ATPCO's governance model. ATPCO produces technical standards that describe data exchanges (interface standards), the processes used to automatically calculate airline pricing and retailing results (processing standards), as well as standards for processes that support these data exchanges and automated calculation such as government and regulatory automation standards (supporting services standards). These standards are for use with ATPCO-sourced pricing and retailing data content. ATPCO also publishes open standards that are agnostic and can be used with ATPCO pricing and retailing data, or pricing and retailing data that is available in ATPCO formats but has been obtained from another source. ATPCO does not develop standards concerning interactions between airlines and third parties, unless these interactions involve the use or processing of data that can be sourced from ATPCO. This could include supporting processes in the supply chain such as guidelines on ticketing of certain transactions following the application of ATPCO data.

ATPCO standards include the details for processing ATPCO data for airlines and third parties, and this is a clear difference between ATPCO standards and IATA standards. IATA standards typically do not specify how data is processed internally by implementors, and instead focus on interactions and interoperability between parties.

ATPCO technical standards also take into consideration IATA standards, to enable airlines to comply with IATA standards. Where an ATPCO standard supports pricing and retailing automation and needs to reference IATA standards, ATPCO drafts documentation to reference the relevant IATA standard, which is then included as an Appendix to the ATPCO standard.

Further information on ATPCOs activity and governance is available at atpco.net/airline-industry

Interaction between IATA Passenger Standards Conference standards and laws, and other regulations

Every IATA member airline (and every stakeholder within the distribution environment) is always responsible for ensuring that they act in compliance with all applicable laws and other regulations in every jurisdiction in which they operate.

Passenger Standards Conference standards act as an agreement between IATA member airlines. As a member of IATA, airlines agree with all other members that they will follow these standards. As with any other commercial agreement, IATA Passenger Standards Conference standards do not have any authority that is higher than applicable laws and other regulations.

IATA Passenger Standards Conference standards are global. They apply to all IATA member airlines, and for operations in all markets. Not every law or regulation will be reflected in these standards. In some markets, member airlines may need to develop processes to manage their compliance with local laws and regulations that are different to or more extensive than processes required to manage compliance with these standards.

Where specific regulations and laws have a significant global impact on many member airlines, changes may be developed to standards to assist members in managing compliance. Similarly, where a specific capability (particularly in data exchange standards) may assist in the compliance with many types of local regulations and laws, this capability may be included within industry standards.

How are PSC standards enforced?

Passenger Standards Conference standards act are agreements between IATA member airlines. As a member of IATA, airlines agree with all other members that they will be bound by Passenger Standards Conference Resolutions. In the event of disputes, airlines are encouraged to contact IATA for advice and assistance.

How are standards developed under the Conference structure?

All changes to standards are developed by expert groups, and endorsed by Management Boards
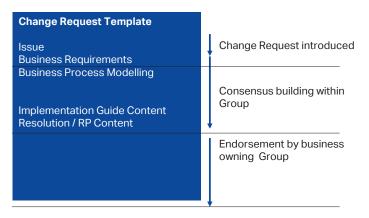
Any change to any Resolution, Recommended Practice, Data Exchange format, Implementation Guide or any other specific manual or guide is developed and adopted within the governance structure of the Passenger Standards Conference. All proposals to change standards are introduced into an expert group for discussion and consensus building, to ensure that the issue or problem is clear, and that all impacted stakeholders have the opportunity to develop a solution that can be implemented and supported.

A common Change Request template is used to introduce an issue and to develop a proposal, that is used throughout the lifecycle of a proposal from development to Board endorsement and Conference adoption.

Changes to Resolutions and Recommended Practices require adoption at the Passenger Standards Conference itself. These proposals are developed within Groups, endorsed by the Management Board and then presented to the Passenger Standards Conference for adoption

This template is progressively completed as the proposal moves from discussion to development and adoption.

Changes to other standards may generally be made under authority delegated by the Conference to a Management Board.

How are data exchange standards developed?

All data exchange formats (such as an EDIFACT or XML message) must have a business owning Group. This group under a business owning Board, oversees the business requirements that the data exchange fulfills, and the business process aspects of the standards. No data exchange standard can exist without a business owner.

The business owning Group works together with Groups under the Architecture and Technology Strategy Board (ATSB) to develop changes to data exchange standards, and both the Business Owning Board and the Architecture and Technology Strategy Board concurrently endorse changes once completed.

This involves a continuous cycle of developing requirements, business processes and procedural standards within the business owning group; and development of technical solutions under the oversight of the groups under the ATSB.

A common Change Request template is used to introduce an issue and to develop a proposal, and this template is used throughout the lifecycle of a proposal from development to endorsement.
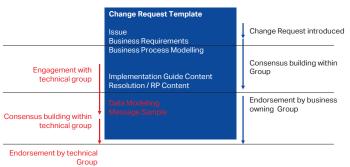
The business owning group is responsible for building consensus on:

– developing Resolution or Recommended Practice proposals;
– finalizing the business requirements;
– business requirements and processes;
– content for the Implementation Guide;
– any other specific manual describing the business process

Development of the data modelling and the technical solution can then occur under the oversight of the groups under the ATSB. Once consensus building has occurred on the technical solution, the Change Request template is completed with the data modelling and draft standard message.

It is important that the business owning groups focus on the business side of the standard (such as the business requirements, and business processes); and that the ATSB groups focus on the interoperability and quality of the data modelling or technical solution. This ensures that the right conversations are occurring within the right places, and that business requirements are not being confused with the technical solution.

The Change request can be introduced into the next release cycle for data exchange standards only when:

1. The business owning group has endorsed the first five sections of the Change Request. This occurs through a formal balloting process, after consensus building has occurred in the business owning group; and

2. Data modelling has been completed, with consensus building in the technical group where this is required.

It is important to note that at the time the business owning group performs this ballot, the data modelling and the message sample may have been developed and may even be included in the Change Request for information. The business owning group is not endorsing the message sample when balloting. The business owning group is only endorsing the first five sections of the Change Request (Issue, Business Requirements, Business Process Modelling, Implementation Guide Content and Resolution / RP Content).

Resolution 009 allows for up to four data exchange standards release cycles per year. Data exchange standards are currently released on a quarterly basis on 1 March, 1 June, 1 September, and 1 December. It is important to keep in mind that while the conference supports up to four releases per year, it is ultimately up to the business owning Board to determine the frequency and schedule of releases under the Board's authority. As an example, the Plan Board may only wish to update the scheduling standards once throughout the year while newer standards under another Board may require more frequent revisions.

For Change Requests to be included in a particular release cycle, the Change Request template must be completed (including data modelling) before the final date for changes, which occur roughly one month before the release date.
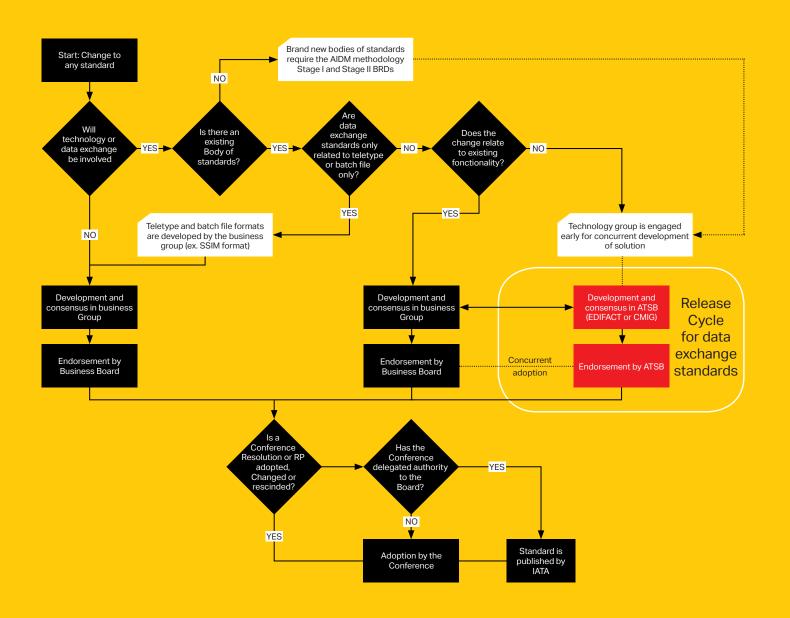
The cycle for each release is managed with the oversight of the ATSB, and the dates associated with each release are published by IATA 12 months in advance.
From this point, the group under the ATSB responsible for the technical solution formally endorses the data modelling and the technical solution. This is the EDIFACT group for EDIFACT messages, and the Change Management and AIDM Integration Group for all other data exchange formats.

All Change requests are then integrated into a single package, with a full set of all message formats (and a Summary of Changes). This is circulated for quality assurance within IATA and the industry. Finally, both the business owning Board and the ATSB concurrently endorse the standard in its final form.

Standards Release Process

This pathway for a proposal to be developed and adopted is summarized below.

4 week release cycle for data exchange standards

Which Change Requests will be included in each release cycle?

The IATA facilitator managing each group will maintain the group's workplan, and will work with the Group to estimate which Change Requests will be finalized for each release. This will depend on the amount of work required within the business owning Group to build consensus on the requirement and the process, and also the work that may be required on the technical side to complete data modelling and consensus building on the technical solution.

What about bugs?

A "bug" may occur when:

1. A change to a data exchange format in one release (or in one stage of a release) is inadvertently not carried through to a subsequent release (or a subsequent stage of the release). In this scenario, a modification to the data exchange standard cannot be justified by any Change Request.

2. A modelling changed endorsed by the technology working groups was not correctly implemented. In this scenario, the intended solution can be clearly demonstrated by the Change Request documentation that was prepared and endorsed by the groups.

Most bugs are identified and rectified during the quality assurance phase of the release cycle. Bugs identified at this time (relating to the current release) are immediately rectified before the final Board endorsement. Bugs identified at any time after the final Board endorsement, are processed in the same way as any other Change Request. The only difference is that the bug related Change Requests are typically much more straightforward, and simply references the error that has occurred. This ensures that any issue identified as a bug is validated by the industry, and that there is consensus and a clear audit trail where any changes are made after publishing a release.

A list of identified bugs on any release subsequent to the final Board endorsement is published at the end of the QA cycle on the Change Management and AIDM Integration Group's Standard Setting Workspace site.

What is the Airline Industry Data Model?

All data exchange standards being developed today under the governance of the PSC are required to use the Airline Industry Data Model (AIDM) and associated methodology. This is in order to accelerate the standards development process and reduce the cost of adoption of new standards. In addition, as the industry begins to adopt advanced data analytics and machine learning, shared understanding of data will be key for exchanging and processing large volumes of data.

Participating in standards development and adoption

Participating in Conference Activity

Information about Conference level activity will always be sent directly to each airline accredited representative. Information about Conference level activity is available on the Passenger Standards Conference site of the IATA Standard Setting Workspace, which any delegate from an IATA Member Airline or Strategic Partner may request to join, at www.standards.iata.org.

The Conference meets once a year and receives a full update on each Management Board's activity. The Conference elects nine new delegates onto each Board every year, and also endorses any delegation of authority (for non-binding standards) to each Board. The Conference takes decisions on Resolutions and Recommended Practices. This will occur formally in a voting process, where unanimous support for a Resolution or two-thirds majority support for a Recommended Practice must be obtained. The voting process typically occurs in the face to face meeting of the Conference (in which case an agenda will be distributed at least 60 days prior to the meeting, with a second agenda transmittal 20 days prior to the meeting). For urgent changes to Resolutions or Recommended practices, a mail vote may be held, which will remain open for at least 14 days).

Management Board activity

Information about Management Board level activity will always be sent directly to each named delegate of the elected Board Member Airlines, and can be viewed by all IATA Member Airlines on the IATA Standard Setting Workspace.

Board meetings occur by conference call or face to face. The Board will typically discuss and review strategic issues impacting their business domain. Agendas will always be distributed at least 14 days before a meeting.

At least once every twelve months, the Board will also formally endorse the work plan of each Group reporting to it, and also extend (or discontinue) the mandate of each Group.

Each of the Boards must also endorse any changes to standards that have passed ballots within the Groups reporting to that Board. This will occur formally in a ballot process, where the quorum and required majority (as defined in Resolution 009) must be achieved for a proposal to be endorsed.

The ballot process may occur in a face to face meeting or Conference Call (in which case an agenda will be distributed at least 14 days prior to the meeting). More frequently, this occurs by online ballot (which will remain open for at least 14 days). Each Board manages its own cycle for ballots based on activity, although this will be shaped around required endorsements for data exchange release cycles (two per year), and around the Conference cycle where appropriate.

Group activity

Information about Group level activity will always be sent directly to each core member of the Group and can be viewed by all IATA Member Airlines on the IATA Standard Setting Workspace.

Where there is a lot of activity, Groups may meet monthly or even more frequently by Conference Calls. The agendas and minutes of these calls will be relatively straightforward, capturing new Change Requests introduced, and actions. These Change Requests may relate to Resolution and Recommended Practices, or to data exchange standards, Implementation Guides or other Manuals.

Groups may also meet face to face. The work on refining proposals may also occur outside of the Group itself, in a working group, or a small group of volunteers who have expressed interest in a particular issue. Regardless of how a proposal is developed, the completed Change Request will always be referred back to the main Group for endorsement.

This will occur formally in a ballot process, where the quorum and required majority (as defined in the Group's terms of reference) must be achieved for a proposal to be endorsed. The ballot process may occur in a face to face meeting (in which case an agenda will be distributed at least 14 days prior to the meeting), or more frequently, by online ballot (which will remain open for at least 14 days).

How does an online ballot work?

Online ballots are sent through the IATA Standard Setting Workspace to participants or the relevant group making a decision. For changes to Resolution or Recommended Practices, this will be the accredited representatives and alternates of the Passenger Tariff Composite Coordinating Conference (for Resolutions 001 through to 312) or the Passenger Services Conference for all other Resolutions or Recommended Practices. For Board and Group ballots, this will be the core members of the Board or Group. Any other IATA Member Airline that wishes to participate in any ballot activity, may do so by contacting IATA.

The online ballot instructions will be sent by an automated email, with a direct link to the ballot. This will require the user to log in to the Standard Setting Workspace standards.iata.org Participants may also access the ballot directly from the group itself in the Standard Setting Workspace.

Some ground rules for all IATA meetings held under the Conference

All IATA member airlines are welcome to participate in activity under the Passenger Standards Conference. Depending on the specific meeting, members of the IATA Strategic Partnership program and other industry stakeholders may also participate.

Regardless of what type of meeting is occurring, there are some ground rules that always apply to all participants.

When participating in any activity under the Conference, participants are representing all airlines in the Conference, and need to focus on adding value to the industry. Participants are also expected to represent their entire organization to the best of their ability. This includes liaising with all impacted teams and ensuring that the requirements of all areas of the organization are considered.

Meeting documentation of all activity under the Conference (such as formal minutes, or a summary of discussions and actions) are published and visible to all member airlines and Strategic Partners.

Activity under the Conference is always conducted in compliance with the Provisions for the Conduct of the IATA Traffic Conferences, and with limited anti-trust immunity. It is important that participants never discuss and take action on commercial strategy, and specifically any topic that touches fares or charges, remuneration levels of any intermediaries, and contracts with partners. Likewise, participants shall never discuss the allocation of markets, the division or sharing of traffic or revenues, or the number of flights or capacity to be offered in any market.

The foregoing applies equally to discussions within the meeting, but also to conversations in any setting outside of the meeting, in person or by email, social media or instant messaging. Finally, live streaming or recording of any activity that occurs under the Conference is not permitted except as indicated by and with the express permission and knowledge of the Chairperson and IATA.

The IATA facilitator of any activity will remind delegates of these important guidelines at the start of every meeting. The IATA facilitator may also stop any conversation that is not complying with these guidelines. If you have any questions about this, always feel free to speak with any representative from IATA.

In larger meetings, and more formal meetings such as Boards, Advisory Forums and the Conference, it is important to raise your hand if you wish to speak, and to wait until the Chair of the meeting calls on you. This ensures that everyone gets a chance to provide input. In working activities and smaller groups, meetings are more informal. It is still important to follow the direction of the Chair and the IATA facilitator, to ensure that the discussion stays on track.

It is important to treat everyone in the meeting with respect, and don't get upset if there is a difference of opinion. Focus on the requirements you are discussing, and the impacts on the industry. Most of all, take the opportunity to learn, meet new people and have fun.

Roles and responsibilities in meetings

Regardless of the type of meeting under the Conference that you are attending, there are some types of attendees you will find at every meeting.

The IATA Facilitators (including the IATA Secretary of the group)

The IATA facilitator may be an individual which is named as the Secretary of the group. The Secretary has accountability for the group and its activity within IATA. The Secretary may also be assisted by other IATA team members who are present to facilitate conversations, document outcomes, provide subject matter expertise, or coordinate interaction with other groups or other IATA activities. IATA Facilitators are responsible for:

- Briefing delegates on competition law guidelines, and ensuring these guidelines are followed.

- Providing logistical support and managing the physical location of the meeting or the conference call or web conference.

- Recording outcomes, producing formal minutes where required, and maintaining the groups work plan.

- Ensuring the correct governance requirements are followed where a formal decision, endorsement or adoption is required. This includes ensuring a quorum is met, and that voting procedures (as outlined in the Terms of Reference, Resolution or Provisions as applicable) are followed.

- Supporting the Chair in facilitating discussions and adhering to the agenda.

- Ensuring alignment with other IATA groups.

Core members of the group

Each group will have a core roster of attendees, who commit to active participation in the group. For Management Boards, these are named delegates from the 18 airlines elected by the Conference to serve on each Board. For Groups under the Boards, these core members are the named members of each group which may be airlines or eligible Strategic Partners. Depending on the Terms of Reference of each group, these people may have been elected by the Board to serve on the groups, or may be named participants who were endorsed by the Board.

Core members of any group commit to:

- Participation in all group ballots (for airline members).

- Active involvement in all group activities: calls, review of documents and attendance at face to face meetings wherever possible.

- Active review of meeting materials, liaison with internal teams and providing input into standards development.

Airlines and Strategic Partner attending the meeting who are not core members of the group

All Boards and Groups under the Conference Structure are always open for delegates from IATA member airlines to attend, even if they are not a named member of the group. An airline may wish to do this if there is an issue they wish to raise, or a particular proposal they wish to discuss. IATA member airlines are always welcome to participate in any vote which occurs in any group under the Conference. In any event. All IATA member airlines are able to view materials from any activity under the Conference at any time.

Where permitted by the terms of reference, Strategic Partners may also be welcome to attend different Groups under the Boards, even if they are not a named member of the group.

Industry stakeholders and other attendees

In addition to IATA member airlines and Strategic Partners, the terms of reference of specific groups may allow other industry stakeholders to attend meetings. This might include, for example other trade associations or standard setting bodies (such as Airports Council International), or industry owned utilities (such as ARC or ATPCO).

Most terms of reference of groups under the Conference also allow any other individual or organization to attend meetings or participate in activity where appropriate, and with the approval of IATA and the Chair of the Group. This ensures that where a specific organization has input into standards development, they can participate in this activity where this makes sense.

The Chair and Vice-Chair

Each Management Board and Group under each Board will elect a Chair and Vice-Chair. These offices are typically limited to airline delegates. Once elected, the Chair and Vice-Chair of a Group work closely with the IATA Secretary to help manage and steer the activity of the group.

It is important to note that in the role of Chair or Vice-Chair, you are representing all airlines in the Conference, rather than just your organization. The Chair and Vice-Chair does not make decisions on proposals on behalf of the group, but instead steers activity. The Chair or Vice-Chair may perform duties such as:

- Chairing conference calls, or face to face meetings. This involves ensuring that discussion is constructive, the agenda is followed and that all participants are able to provide input. In formal meetings this will include ensuring that those who raise their hands to speak are called upon.
- Working with IATA to steer activity between meetings, and to manage the work plan of the group.

- Assist IATA with a review of meeting materials such as agendas and minutes.

Join the IATA Standard Setting Workspace

All standards development groups under the Passenger Standards Conference will have a dedicated site on the IATA Standard Setting Workspace (standards.iata.org). The Standard Setting Workspace allows all IATA member airlines and Strategic Partners to have visibility over the activity of all groups under the Passenger Standards Conference. This includes meeting materials, proposals, discussions and ballots. The Standard Setting Workspace also makes it easier for airlines and Strategic Partners to see what groups exist, and who from their organization is participating in different groups. Active members of groups to register their attendance at meetings, contribute to proposals and track action items.

https://standards.iata.org/home

Please ensure you register for the Standard Setting Workspace.

For more information email standards@iata.org.

Standard Setting Workspace: Guide To Registering Online

Step 1	Create a user account on the IATA Customer Portal www.iata.org/customer-portal

During the Registration Process, please select either « **Airline** » or « **Other Company** » under Company details.

Step 2	Add Standards Setting Workspace to your Services

Step 3	Explore the platform!

For any issues please contact standards@iata.org.

Get Involved And Stay Connected

1. Always make sure you have the latest version of industry standards

   Data Exchange formats and Implementation Guides are publicly available at developer.iata.org, and all Resolution Manuals and other standards are available at www.iata.org/en/publications/standards-manuals.

2. Ensure all relevant team members are on standards.iata.org

   Stay connected with all standards development activity under the Passenger Standards Conference at standards. iata.org. This allows anyone in your airline visibility over meeting documentation, proposals and industry discussions.

3. Nominate Technical and Subject-Matter Experts for involvement on groups under each board

   Each Board may create Groups to develop specific areas of standards. Each Group under the Boards must be renewed every 12 months, and may be disbanded by the Board at any time, if requirements change. Full details of the groups active under each Board is available at www.iata.org/psc. If you want to commit to active involvement in standard setting (working on proposals, developing documentation, attending all calls and face to face meetings) for a minimum of 12 months, you can nominate to be part of the core membership of the group. Please contact the IATA Secretary of the group for more information.

4. Update Your Accredited Representative

   Every airline has a single accredited representative, who is authorized by the airlines CEO to vote at the Conference on any matter touching Passenger Standards, which includes binding Resolutions. This person also acts as a focal point for the airline, endorsing the airline's Board nominations and ensuring alignment across the airline on strategic issues touching passenger standards. As the new Passenger Standards Conference involves the combined activity of two Conferences (PSC and PTC), airlines may accredit separate representatives for the Passenger Services Conference and Passenger Tariffs Conference (PSC and PTC) to vote on different Resolutions, however, with the Conferences being managed in a single framework with a single annual meeting, most airlines have now simply accredited one representative to vote on all matters. The accredited representative should have a similar profile to a Board delegate – a senior decision maker able to liaise internally on a wide range of issues. Updates to the accredited representative may be made at any time, with CEO approval, at www.iata.org/psc.

5. Consider Nominating for One or More Boards

   Airlines on each Management Board represent the industry and provides strategy and direction of standards within the domain of the Board. Airlines are elected by the Conference to serve on each Board for two years, Airlines should indicate with their nomination their intended candidate, who should be a senior decision maker with authority within their airline over all or part of that Management Board's domain. Nine new places on each of the five management boards are open each year, as the two year term of nine existing members expires. Nominations for these nine places open in September, and the nine airlines are elected at the Conference meeting in October. Details of the nomination process are published on IATAs Standard Setting Workspace. If you are an IATA member airline or Strategic Partner, you can register as an observer to the PSC page at https://standards.iata.org/higherlogic/ws/groups/PSC, to ensure you receive these notifications.

For up to date information, please visit: www.iata.org/psc