

ADVANCED AIRPORT OPERATIONS

12-15 FEBRUARY PROGRAMME | TOCUMEN AIRPORT, PANAMA

12 FEBRUARY

Arrival, Coffee, Registrations

Welcome Note, Introductions, Ice Breakers, Experience Exchange

Opening: **Contemporary Airport Operations:**

- Industry Update & Challenges
- Key Concepts, Main Drivers
- Staff & Training

Keynote Case Study: **Airport Operations IT Advances:**

- Baggage & Passenger Flows
- How do we manage growth?
- IT Strategies

Discussion: **Annex 14 and New Updates:**

- New Edition ICAO Annex 14,16 and 19 provisions
- Aerodromes Design and Operations Updates
- EASA Regulations and Updates

Networking Coffee Break

Session & Discussion: **Terminal & Airside Capacity Management:**

- Planning for Better Passenger Experience & Processes
- Terminal & Airside Capacity Management for Efficient Operations
- Planning for On Time Performance
- Forecasting Demand & Future Activities

Networking Buffet Lunch

13:45 Expert Panel Discussion: **Airside Capacity Enhancement:**

- Airport Capacity challenges
- Increasing Operations during congestion
- Managing Scarce Airport Capacity
- Slots; Stand Demand; Ramp/ Terminal congestions
- Airport User Infrastructure

Practice Session: In Groups: analyse your Airside Capacity and Limitations, discuss the challenges, opportunities and lessons & present to all

Video Game: Airport Facilitation Advances Checklist



Roundtable Panel: Facilitations of ICAO & IATA:

- Accessible safe facilities & services
- Swift efficient PAX and bag processing
- Passenger Data Exchange

Networking Coffee Break

Panel Discussion: Border Preclearance Operations:

- Increasing Information sharing for joint risk assessment
- Handling Advanced passenger information, API & PNR
- Handling checked bags



Workshop: In Groups: discuss and analyse your airport's operations issues & challenges in facilitations, efficient bag processing etc. Discuss with the others solutions to these issues and share your successes and lessons learnt.

NETWORKING WELCOME DRINKS RECEPTION *with guests: airports, airlines and operations specialists & suppliers*

13 FEBRUARY

Arrivals; PRIZE DRAW Questionnaire & Announcement of the Winner

Opening: Empower your employees & Balance efficiency and security:

- Empower your employees to improve efficiency
- Set your employees' competencies free
- Balanced focus on operation and processes

Expert Panel: Seasonality in Human Resource Management:

- Allocation of Human Resources for Airport Operations Efficiency
- Division of roles & Seasonal Operations staff
- Strategies for retaining employees on a budget



Workshop: In Groups: analyse your seasonality and HR management challenges & share with everyone your experiences [30 mins]

Discussion: A-CDM: Challenges & Benefits for all Stakeholders:

- Managing OTP (On Time Performance)
- TTA (Target Time of Arrival)
- Integration of land side process (PRM, pax and luggage processes) into the aircraft process



Practice Session: In Groups: analyse your position on A-CDM for your organisation and the benefits and challenges of sharing information across all stakeholders. [30 mins].

11:40 Session: Aircraft Servicing & Turnaround Coordination:

- Airside Operations Management
- Aircraft Handling Safety Awareness, Quality Control, Ramp Safety



- Turnaround Coordination Plan
- Apron equipment maintenance
- Loading control
- Aircraft Weight and Balance Principles



Practice Session: In Groups: analyse issues at your airport's On Time Turnaround Plan and present to the audience [15 mins]

Networking Buffet Lunch at the Restaurant

Discussion: Human Factors in the Airfield:

- Main Lessons Learnt: What's next?
- Measure operational performance for continuous improvement

Discussion: Runway Operational Safety:

- Runway Incursions/ Runway Excursions: causes & prevention
- How do you protect the runway?
- What works and what doesn't
- Prevention methods, Regulations & best practice

Networking Coffee Break

Discussion: Safety Management System (SMS):

- Accident causation model
- Risk & Hazard Management

Safety Audit for Ground Operations:

- Improving safety standards for ground handling
- ISAGO Audit standards
- Corporate & Station Audits
- Quality Processes

Closing & Departures;

14 FEBRUARY

Arrivals, Coffees

Opening Case Study: Operational Resilience Latest Best Practice:

- Risks identification and analysis
- Developing Contingency plans
- Passenger welfare
- Business Continuity Planning



1on1 Exercise: In Pairs: discuss your main take away points from the session relating to your organisation as well as the issues that impact your own business continuity planning when thinking of risks & passengers' welfare.

10:10 Session: Ground Handling Latest Techniques:

- Equipment, Lightening & Operations



- Ground Handling GSE Exercise Discussion
- Self-handling models
- Handling Interlining airlines & non interlining airlines



Pictures Workshop: Each team to explain the risk severity & risk probability of each presented picture and allocate the correct risk management action.

Networking Coffee Break

Panel Discussion: Adverse Weather Precautions:

- Contamination, Rain/Fog/Snow/Ice/Storm
- Special SOP in cold conditions, strong winds, low visibility
- De-Icing Best Practice

Networking Buffet Lunch at the Restaurant

Bingo Game: Guess the correct airport sequence

Discussion: Maximising Airport Environmental Capacity:

- Planning, Operational Delivery, Compliance & Responsibility
- Reducing wildlife hazards & Assessment
- Environmental Sustainability & Building Resilience

Presentation: Passenger Experience & Service Excellence:

- Key Success Factors
- Developing suitable customer-focused services
- Understanding needs and expectations of all customer segments

Panel Discussion: The importance of managing customer emotions & Innovations when working with PRMs:

Networking Coffee Break

Conclusion: Airports of the Future:

- Growth of Worldwide Demand
- Airport Future Technologies and its impact on operational efficiency
- Multimodality, electrification of fleets & evolution of aircraft technologies



1on1 Exercise: In Pairs: please share your main take away points from all the training sessions and discuss how this will help your organization. [20 mins]

Farewell Champagne Drinks with Certificate Awards and Group Photos

15 FEBRUARY

Airside tour of Tocumen International airport:

- Ramp operations , Passenger Handling and latest technologies

Farewell lunch & departures

