



GROUND HANDLING MANAGEMENT 2018

PREMIUM BEST PRACTICE & EXPERIENCE EXCHANGE

23-26 OCTOBER | HYATT LONDON HEATHROW AIRPORT

DAY I: 23 OCTOBER, TUESDAY

0930 *Arrivals, Coffees & Registration*

Introductions, Ice Breakers, Experience Exchange

1000 Sessions I: **Developments in Aviation:**

- Product Education: Advanced Technical & IT support to create sustainable smooth operations;
- Visual Reality Training (IATA VR Training);
- Market Trend analysis update;

1200 *Networking Coffee Break*

Sessions II: **Facilitation:**

- Resolution 753 & impact on Airlines, Handlers & Airports;
- Cargo activities;
- Handling Interlining airlines & non interlining airlines;
- Challenges to free / automated movement;
- Seamless Baggage Operation for Airport & Airlines;

Workshop: In Groups: analyse your airport's ground handling operations facilitation challenges and experiences & share with everyone your successes and lessons learnt [30 mins] →

1315 *Networking Buffet Lunch [at the restaurants]*

1415 Sessions III: **Safety & Security:**

- Regulatory framework overview;
- Risk as a management tool;
- Aviation security awareness;

1525-1540 *Networking Coffee Break*

- Aviation Crisis Management;
- Just Culture in GH;
- Human Factors & cultures;
- Building a high-performing team culture



Workshop: In Groups: analyse issues at your airport's Just Culture and present to the audience [30 mins]

Panel: Seasonality in Human Resource Management:

- Allocation of HR, division of roles & Seasonal Ground Operations staff
- Effective planning to manage peaks and troughs
- Strategies for more effective recruitment and retaining best people

1700 *Welcome Networking Drinks Reception & Prize Draw*

[with invited guests from London airports, airlines, suppliers and industry peers]

DAY II: 24 OCTOBER, WEDNESDAY

0900 *Arrivals & Coffees and Prize Draw Winner Announcement*

Sessions I: Contracting & Supplier Management:

- Self-handling models;
- Low Cost Approach to GH;
- SLA (Service Level Agreements) for more collaboration with airlines
- Key Performance Indicators and Operational Excellence;

1200-1215 *Networking Coffee Break*

- A-CDM for Ground Handlers;
- A-CDM: The role of the Ground Service Provider;
- Guiding the aircraft efficiently from approach to take off: using A-CDM & A-SMGCS tactical management of aircraft trajectories in real time;

1325-1415 *Networking Buffet Lunch*



Workshop: In Groups: analyse your airport's safety breaches and mitigation

Sessions II: Contracting & Supplier Management:

- Why should airlines outsource Ground Handling?
- Win-win Contract Negotiation b/w airlines/airports & GHs;
- Managing multiple stakeholders;
- Planning for success – pricing etc.
- On Time Performance (without delays and accidents);

1515-1530 *Networking Coffee Break*

- Dangerous Goods including Lithium batteries;
- IATA's ISAGO (Safety Audit) Pros & Cons;
- Ramp accidents/ damages & Liabilities of ramp accidents;
- Handling agreements;
- Article 8: direct & consequential loss;



1650 Preventing Ground Damage (Real Costs, Standards, Workforce education)

DAY III: 25 OCTOBER, THURSDAY

0900 *Arrivals & Coffees*

Sessions II: Ground Handling Operations:

- Aircraft Turnaround Coordination;
- Efficiency on Apron Refuelling Vehicles;
- Fuel Standards – What do Airlines need?
- Adverse Weather Conditions;

1200-1215 *Networking Coffee Break*

Workshop: In Groups: You are about to launch a Request for Proposal (RfP) for a new Ground Handler. Discuss the selection criteria you wish to use in order to choose the suitable supplier. →

1325-1415 *Networking Buffet Lunch*

- Baggage Handling;
- Aircraft Marshalling;
- Performance standards for Cargo Handlers;
- Station Manager Duties & Responsibilities;
- Ramp activities, cargo and terminal activities;

1515-1530 *Networking Coffee Break*

- Resources & GSE Maintenance;
- Handling Hub Airports;
- Passenger Service Quality Control of GH operations;

1700 *Certificate Awards, Champagne & Group Photos*