



GROUND HANDLING MANAGEMENT

12-15 FEBRUARY 2019 | TOCUMEN AIRPORT, PANAMA

12 FEBRUARY

Arrivals, Coffees & Registration

Introductions & Opening: Key Industry Updates & Challenges:

- Contemporary Airport Operations
- Drivers for Change, Traffic Performance
- Demand, Capacity and Delay
- Advanced Tech & IT support to create sustainable smooth operations

Practical session: Human Factors in Ground Handling:

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

Networking Coffee Break

11:15 *Practical session: Aerodrome Safety:*

- Aviation safety and security awareness
- Ground Operation Risk Assessment
- Regulatory compliance, efficiency and cost-effective solutions

Networking Buffet Lunch

Case study: Ground Operational Risk Assessment:

- Personal experiences' exchange
- Improvement of ground safety

Networking Coffee Break

Case study: Just Culture: How to integrate it into an organisation?

- Personal experiences' exchange

Case study: Developing High-Performing Teams:

- Ground handling workforce challenges
- Developing high performance
- Human resources Line Training
- Performance management & Employee assessment
- Integrated Management system





Workshop: In Groups: analyse issues at your organisation's Just Culture, Human Factors, Safety breaches and mitigation and present to the audience [20 mins].

Panel discussion: Seasonality in Human Resource Management:

- Division of Roles & Seasonal Operations staff
- Effective labour planning to manage peaks and troughs
- Contract costing and retaining employees on a budget
- Strategies for more effective recruitment & retaining best people

Welcome Networking Drinks Reception [with invited guests from airports, airlines, suppliers and industry peers]

13 FEBRUARY

Arrivals & Coffees

Prize Draw Questionnaire & Winner Announcement

Opening: Aircraft Turnaround Coordination & Optimisation:

- Efficient interaction between system partners
- Turnaround Plan
- Achieving On Time Performance
- Standards, Procedures, Planning, Quality Control

Practical session: A-CDM in Ground Handling:

- A-CDM Introduction & Information Sharing, Milestone Approach
- The Role of The Ground Service Provider
- On Time performance and liaison with airport & ATC operations
- Guiding the aircraft efficiently from approach to take off
- What is in it for the Ground Handler?



Workshop: In Groups: discuss A-CDM at your organisation and the challenges of cooperation with **all** stakeholders [30 mins].

Networking Coffee Break

Practical discussion: Contracting & Supplier Management:

- Why should airlines outsource Ground Handling?
- Managing multiple stakeholders
- Handling agreements; SLAs for more collaboration with airlines
- Key Performance Indicators and Operational Excellence
- Self-handling models
- Low Cost Approach to Ground Handling
- Planning for success – pricing etc.



Case study: **From Modest to Total Outsourcing:**

- Market analysis of today's GH market
- How to build and maintain relations with successful GH providers
- Understanding the local/global GH markets & agreement business
- Total outsourcing: Centralised Load Control & Outsourced Station Manager

Networking Buffet Lunch

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

Expert panel: **Win-win Negotiation between Airlines, Airports & GHs:**

- Accurate knowledge of the local GH market
- Clarifying own responsibilities & determining contract targets
- Updated RfP materials, SLA & templates readily available
- Bid scheduling and timing, evaluation process, short list, synergies
- Price adjustments, Bonuses/Sanctions, Termination
- Changing service providers
- Ethical principles & Code of Conduct

Networking Coffee Break

Interactive session: **Facilitation of ICAO & IATA:**

- IATA Baggage Resolution 753 & impact on Airlines, Handlers & Airports
- Automation, E-Passports and E-Gates, Baggage Tracking
- Passenger Data Exchange

Case Study: **New Technologies to improve airport operations & passenger experience:**

- Innovative technologies and novel approaches
- Machine learning, computer vision, autonomous vehicles, cloud services
- These positively influence ground handling and airline operations.



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

Closing of the day.

14 FEBRUARY

Arrivals & Coffees

Opening session: **Ramp Accidents & Damages:**

- Liabilities of ramp accidents
- Examining real ground damage incidents and the lessons learned
- Article 8: direct & consequential loss



Practical session: Adverse Weather Operations:

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



Group Workshop: Each team to explain the risk severity & risk probability of each presented picture and allocate the correct risk management action [30 mins].

Networking Coffee Break

Practical discussion: Resources & GSE Maintenance:

- Efficient resource planning, scheduling efficiency & equipment planning
- Autonomous Ramp vehicles, passenger transporters and staff movers
- Passenger Service Quality Control of GH operations
- Diesel vs electric GH equipment



Group Exercise: Consider the case of loading a stretcher onto a flight with the presented situation. What are the conditions under which you make the decision to use and to deny the stretcher case boarding the flight? [30 mins].

Case study: Apron Refuelling Vehicles Efficiency:

- Efficient on Apron Refuelling Vehicles & Services
- Fuel Standards; what do Airlines need?

Networking Buffet Lunch

Bingo Game: Guess the correct airport sequence

Practical session: Ground Handling Latest Techniques:

- Preventing Ground Damage (Real Costs, Standards, Workforce education)
- Self-handling models
- Handling Interlining airlines & non interlining airlines

Networking Coffee Break

Concluding case study: Handling Hub Airports



1on1 Exercise: In Pairs: please share your main take away points from all the training sessions and discuss how this will help your organization. [30 mins].

Farewell Champagne Drinks with Certificate Awards and Group Photos

15 FEBRUARY

Tocumen International Airport airside visit
→ Viewing the full turnaround operations
Farewell Networking Lunch & Departures

