



GROUND HANDLING MANAGEMENT PROGRAMME

DAY I: 23 OCTOBER, TUESDAY

0930 Arrivals, Coffees & Registration

Introductions, Ice Breakers, Experience Exchange

1000 Sessions I: Developments in Aviation:

IATA

- 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:

IATA

- 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;

SITA

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:

IATA

- 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;

**KENYON INTERNATIONAL
HEATHROW AIRPORT**

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 Human Resources for Ground Operations Efficiency
- ➔ Division of roles & Seasonal Ground Operations staff

GATWICK AIRPORT – Name to be confirmed

HEATHROW AIRPORT – Name to be confirmed

John Fulford – SWISSPORT/ SERVISAIR, General Manager

Stuart Matheson – IATA, Senior Consultant & Instructor

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:

SWISSPORT

- ➔ Self-handling models;
- ➔ Low Cost Approach to GH;
- ➔ Service Level Agreements (SLA);
- ➔ 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;

Aviapartner

1325-1415 Networking Buffet Lunch



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

Sessions II: Contracting & Supplier Management:

SWISSPORT

- ➔ 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;

SWISSPORT

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



1700 Recommendation: We hope to see you all at The Chapel Restaurant (48 Chapel Street, NW1 5DP) for informal networking and dinner.

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;

IATA
SWISSPORT
LUFTHANSA

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;

SWISSPORT

1515-1530 Networking Coffee Break

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

SWISSPORT

1700 Human Resources Planning: managing seasonal demand.

DAY IV: 26 OCTOBER, FRIDAY

0900 Meeting outside Marriott London Marble Arch;

- Heathrow Express to LHR T2&3, meeting DNATA Team
- Division into 3 Groups: to visit Ramp, Cargo Airside and Landside Operations
- 3 Groups will rotate to see how it is all connected

1300 Farewell Lunch & Certificates Award;

- Departures [either back to Central London or other airports].