



# ADVANCED AIRPORT OPERATIONS 2019

HYATT PLACE LONDON HEATHROW

## DAY I

09:00 Arrival, Coffee, Registrations

Welcome Note, Introductions, Ice Breakers, Experience Exchange

09:30 **Opening: Contemporary Airport Operations:**

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

IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM

10:30 **Keynote Case Study: Airport Operations IT Advances:**

GREATER TORONTO AIRPORTS, VP & Chief Information Officer

11:10 **Discussion: Annex 14 and New Updates:**

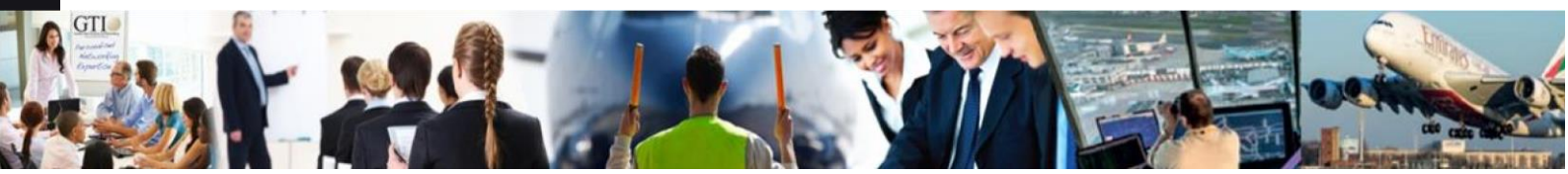
- New Edition ICAO Annex 14,16 and 19 provisions
- Aerodromes Design and Operations Updates
- EASA Regulations and Updates

IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM



**1on1 Exercise:** In Pairs: discuss your main take away point from the opening sessions as well as the issues that impact your own operations and profit margins, aiming at a noticeable change [30 mins]

All Expert Speakers and Delegates



12:10 Networking Coffee  
Break

12:25 Session Discussion: **Airport Master Planning:**

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

FRAPORT, Manager Capacity Analysis

13:00 Networking Buffet Lunch at the Restaurant

14:00 Video: **Airport Facilitation Advances Checklist**

14:10 Roundtable Panel: **Facilitations of ICAO & IATA:**

- Accessible safe facilities & services
- Swift efficient PAX and bag processing
- Passenger Data Exchange
- LGW self-service innovations

IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM

14:40 Panel Discussion: **Border Preclearance Operations:**

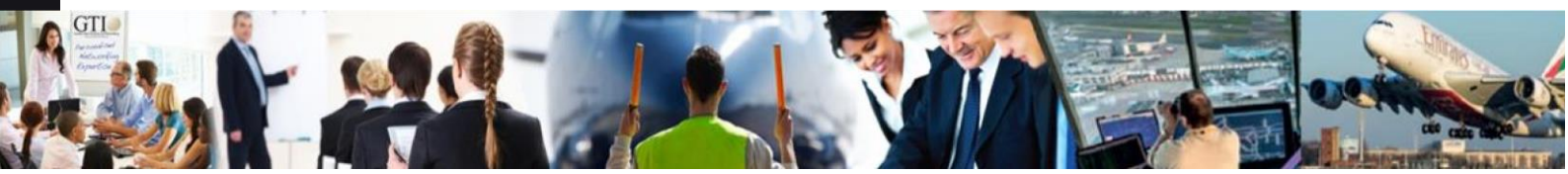
- Increasing Information sharing for joint risk assessment
- Handling Advanced passenger information, API & PNR
- Handling checked bags

KLM, Preclearance Manager; former KLM Director, Ground Services  
IATA, Senior Consultant & Instructor, MENZIES AVIATION



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**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 [30 mins].



15:45 Networking Coffee Break

16:00 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

EUROCONTROL – Senior Expert



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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].

17:00 **NETWORKING WELCOME DRINKS RECEPTION** with guests:  
*London based airports, airlines and operations specialists & suppliers*

## DAY II

09:00 Arrivals

PRIZE DRAW Questionnaire & Announcement of the Winner

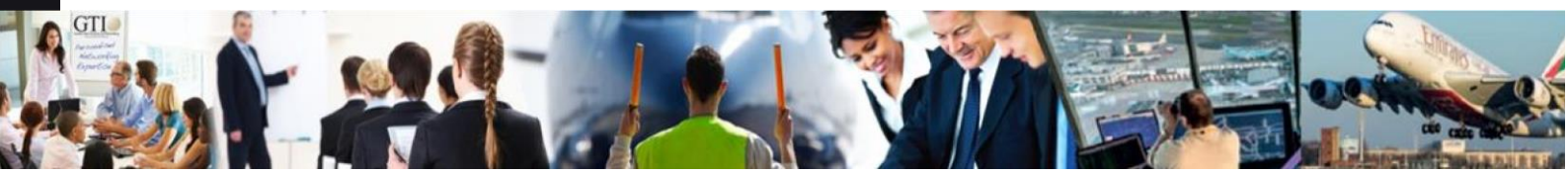
09:10 Opening: **Balancing Efficiency & Security:**

- Empower your employees and improve efficiency
- Focus on operation and processes

COPENHAGEN AIRPORTS, Security Director

09:40 Discussion Session: **Turnaround Coordination:**

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



SWISSPORT/ SERVISAIR - General Manager  
IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM



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

10:40 **Discussion: Human Factors in the Airfield:**

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

HEATHROW AIRPORT, former Airside Operations Training Manager

11:40 **Networking Coffee Break**

11:55 **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

HEATHROW AIRPORT, former Airside Operations Training Manager

13:00 **Networking Buffet Lunch at the Restaurant**

14:00 **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

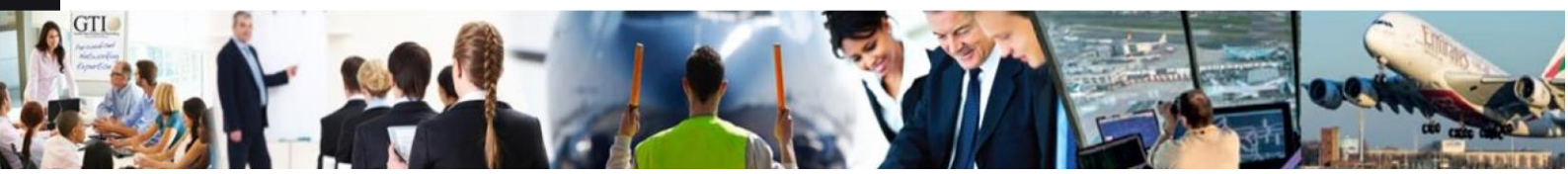
AEROGROUND MUNICH AIRPORT, Managing Director

COPENHAGEN AIRPORTS, Security Director

GATWICK AIRPORT, Head of Airline Performance

SWISSPORT/ SERVISAIR General Manager

IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM





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

**15:00 Discussion: Safety Management System (SMS):**

- Accident causation model
- Risk & Hazard Management
- Human Factors

DUBAI AIRPORTS, Director of Corporate Resilience

IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM

**15:40 Safety Audit for Ground Operations:**

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

IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM  
SWISSPORT/ SERVISAIR - General Manager

**16:10 Networking Coffee Break**

**16:15 Panel Discussion: Airside Capacity Enhancement:**

- Minimizing Airport Congestion
- Increasing Operations during congestion
- Managing Scarce Airport Capacity

AEROGROUND MUNICH AIRPORT, Managing Director

GATWICK AIRPORT, Head of Airline Performance

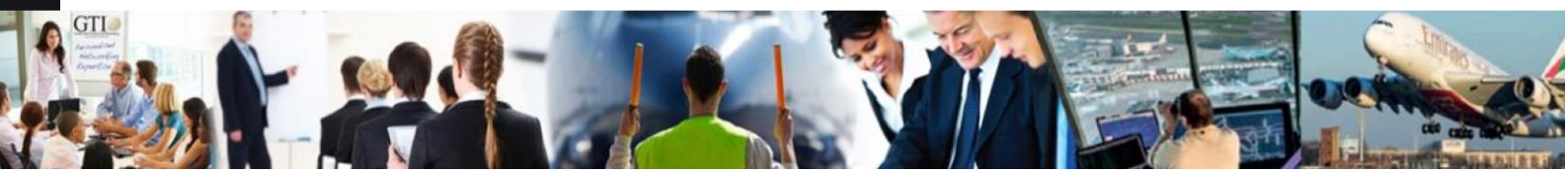
SWISSPORT/ SERVISAIR General Manager

IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM



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**Practice Session:** In Groups: analyse your Airside Capacity and Limitations, discuss the challenges, opportunities and lessons & present to all [30 mins]





## 17:00 Closing & Departures

**Suggested activity:** Dinner at The Pheasant Inn & Restaurant (serving wide variety of British food with great quality portions; main meal prices are from £15). The pick-up transfers will be outside the hotel from 18:30 (only 7 mins drive from the hotel).

## DAY III

### 09:00 Arrivals, Coffees

#### 09:10 Case Study: **Operational Resilience Latest Best Practice:**

- Risks identification and analysis
- Developing Contingency plans
- Passenger welfare
- Business Continuity Planning
- Corporate Resilience model in DXB case study

DUBAI AIRPORTS, Director of Corporate Resilience  
MUNICH AIRPORT INTERNATIONAL, Airport Management Consultant  
IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM

#### 10:00 Opening: **Ground Handling Latest Techniques:**

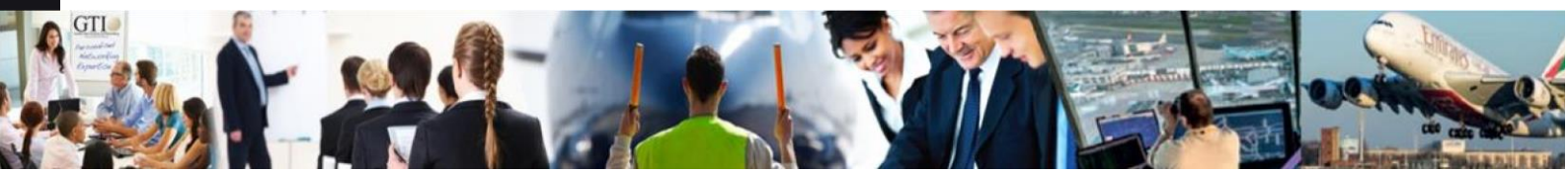
- Equipment, Lightening & Operations
- Ground Handling GSE Exercise Discussion
- Self-handling models
- Handling Interlining airlines & non interlining airlines

SWISSPORT/ SERVISAIR - General Manager

### 10:40 Networking Coffee Break

#### 10:55 Discussion: **Aircraft Servicing Best Practice:**

- Apron equipment maintenance
- Loading control



- Aircraft Weight and Balance Principles

SWISSPORT/ SERVISAIR - General Manager



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

DUBAI AIRPORTS, Director of Corporate Resilience  
IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM

12:00 Panel Discussion: **Severe Weather Precautions:**

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



In Groups: Please discuss your airport's safety & profitability potentials and consequences & share your experiences [30 mins]

13:00 Networking Buffet Lunch at the Restaurant

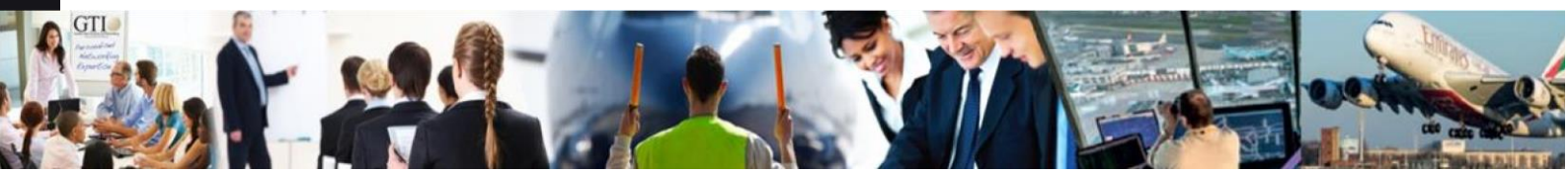
14:00 Bingo Video Game: **Guess the correct airport sequence**

14:15 Discussion: **Maximising Airport Environmental Capacity:**

- Planning, Operational Delivery, Compliance & Responsibility
  - Managing Noise Contours and Noise Action
  - Reducing wildlife hazards & Assessment
  - Environmental Sustainability & Building Resilience
- ZURICH AIRPORT, Head of Environmental Protection

14:45 Presentation: **Customer Experience & Service Excellence:** →  
Key Success Factors

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



MUNICH AIRPORT INTERNATIONAL, Airport Management Consultant

15:15 Panel Discussion: **The importance of managing customer emotions & Innovations when working with PRMs:**

MUNICH AIRPORT INTERNATIONAL, Airport Management Consultant  
OMNISERV, Head of Innovations, Heathrow Airport  
IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM

16:00 Networking Coffee Break

16:15 Conclusion: **Airports of the Future:**

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

MUNICH AIRPORT INTERNATIONAL, Airport Management Consultant  
SWISSPORT/ SERVISAIR - General Manager  
IATA, Senior Consultant & Instructor, MENZIES AVIATION, former GM



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1on1 Exercise: In Pairs: please share your main take away points from all the training sessions and discuss how this will help your organization. [15 mins]

17:00 Farewell Champagne Drinks with Certificate Awards and Group Photos

## DAY IV

09:00 Meeting at the Hyatt Place Heathrow's entrance lobby

09:15 Minibus transfer to Heathrow Terminal 5 Departures Zone A

