



ADVANCED AIRPORT OPERATIONS 2018

25-28 SEPTEMBER | HYATT PLACE LONDON HEATHROW

DAY I: 25 SEPTEMBER

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, former GM
NACO, Senior Airport Architect, Aviation



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



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: 26 SEPTEMBER

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



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



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: 27 SEPTEMBER

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



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: 28 SEPTEMBER

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

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

- ➔ Getting airside passes and going through security
- ➔ Tour of Security Operations, PRM, VIP & Passenger Handling
- ➔ Resource planning tools and iBeacon technology

12:15 Transfer to Heathrow POD Parking Terminal 5:

- ➔ Meeting Ultra Global PRT Pods Associate Director & Executive Director at Ultra Micro Transit Systems Limited
- ➔ Experience of the Personal Rapid Transit Operations (2-3 trips)

13:00 Farewell Networking Lunch at Heathrow

14:00 Departures

