

Ground Handling Management 2020

24 – 27 November 2020

YOTEL IGA ISTANBUL
NEW AIRPORT



DAY I

24 NOVEMBER | TUESDAY

08:30 *Arrivals, Coffees & Registration*

09:00 **Opening: Post C19 Operational Environment & New Approach to Successful Ground Handling:**

- Health Issues
- Resource Efficiency
- Skill Loss & Collaborative Working
- Process Optimization & Planning

- Acceleration of Automation
- New Operating Frameworks: Safety Management
- Contract Redesign
- Other Technologies

IATA Registered Instructor

09:45 Practical Discussion: **New Realities:**

- EASA-ECDC COVID-19 Operational Guidelines for management of passengers
- EASA COVID-19 Aviation Health Safety Protocol
- IATA Guidance for Ground Handling in case of COVID-19
- IATA final Guidance for Ground Handling return to service

IATA Registered Instructor

Practical Discussion: What are the key areas of risk for airports and GSPs when starting up or expanding customer base?

- Getting to know your operations and comparing experiences
- Recruitment and training
- Safety and risk
- Seasonality
- Other issues
- Industry accreditation (ISAGO etc.)
- Key Performance Indicators and Operational Excellence
- Low Cost Approach to Ground Handling
- Planning for success – how to manage the risk?

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Networking Coffee Break

Detailed discussions on Handling Agreements:

- IATA Standard Ground Handling Agreement (SGHA)

- Service Level Agreements (SLA)

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Networking Buffet Lunch

14:00 Practical Case Study from Heathrow Airport: **The Management of Ground Handlers by an Airport Company:**

- Airport Regulation and the contracts between airlines and ground handlers
- Ground Operations Licensing by airport operators
- Performance Management of Ground Handlers
- Collaboration between Airport Operators and Ground Handlers – UK and EASA initiatives
- 'Just Culture' versus Penalties – A good incident reporting system
- The future – Ground Handling Regulation – EASA/ICAO

Heathrow Airport – former Airside Regulation and Oversight Manager

15:00 *Networking Coffee Break*

15:20 Case Study from Pegasus Airlines: **Handling LCC Airlines – as a main handling for all airlines during C19:**

- Makin it simple
- Establishing ONE AIM for all parties
- Letting people know how valuable they are

Pegasus Airlines Vice President, Ground Handling

16:20 **WORKSHOP:** Attracting, Retaining and Empowering Staff - in groups please analyse issues at your organisation's recruitment issues, staff retention, roster patterns and present the challenges to seek solutions)

17:30 *Welcome Networking Drinks Reception*

DAY II

25 NOVEMBER | WEDNESDAY

09:00 *Arrivals & Coffees*

Prize Draw Questionnaire & Winner Announcement

09:30 **Deep-Dive on: Contract Costing and Supplier Management:**

- Industry recognised performance indicators and how to use them
- Units of measure
- Costing a contract – what to include
- Capex investment & recovery
- Increasing margins
- Developments in Ground Handling & GSE

PRACTICAL EXERCISE & DISCUSSION ON:

- Understanding your business
- Restrictions to growth
- Network utilisation of resource
- Start up support and costing
- Mitigating risk during change

11:30 **RfP Management:**

- Discussing RfP response
- Deliver an industry update and benchmarking best practice for contracting and management of the RfP process as both a customer and a service provider
- Insight into the management and application of RfPs
- Winning the Business
- IATA Standard Ground Handling Agreement defined services
- Service Level Agreements

12:30 *Networking Buffet Lunch*

13:30 **Practical Workshop:** Discussion of the ground handling management software/tools/solutions – challenges and requirements.

14:30 *Networking Coffee Break*

15:00 **Practical Workshop: Negotiation Technique Skills:**

- Creating confidence and understanding in the art of negotiation
- Learn techniques that can be used in negotiating commercial contracts as both a supplier and a service provider.
- Practical application of bargaining skills, human interaction, reading body language (we can give some examples but they won't have the opportunity to review this in a practical situation within this format), using persuasion.
- Group Exercise: Negotiate a win-win deal using persuasion in the given setting. Discuss what not to say and do in negotiation.

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WORKSHOP: In Groups: Negotiate a win-win deal using persuasion in the given setting. Discuss what not to say and do in negotiation.

16:30 *Departures*

DAY III

26 NOVEMBER | THURSDAY



09:00 *Arrivals & Coffees*

09:30 **Deep-Dive on: Resource Management, Costing and Planning:**

- Step by step resource planning process
- Using what we have learned from previous sessions
- Practical exercises in resource planning
- Examples of different operational models
- Automating the system – using software to plan & allocate

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12:00 *Networking Buffet Lunch*

13:00 **GSE planning: Demand Planning & Human Resources:**

- Using planning tools to arrive at GSE demand and allocation
- Discussing the profiles of turns
- Operational engagement profiles within a turnround & how to reduce resource demand
- GSE Pooling

Heathrow Airport – former Airside Regulation and Oversight Manager

WORKSHOP: In Groups please work on a resource plan for Front of house staff to work out a roster solution. You are required to look at the outputs and measure if this would save money in your current operations or increase staff retention etc.

16:30 *Farewell Champagne Drinks* with Certificate Awards & Group Photos



There is a practical airside tour being planned at IGA ISTANBUL NEW AIRPORT (from 9AM until 12noon). If you wish to join it, please let us know as soon as possible.