

# Ground Handling Management 2021

13-15 September 2021 | Dubai  
Paramount Hotel

PROGRAMME

DAY I

13 SEP | MONDAY

09:30 Arrivals, Coffees

Registration & Collection of Delegate Packs

Introductions

10:00 **Opening: Post C19 Operational Environment & New Approach to Successful Ground Handling:**

- Ongoing Health Concerns
- Resource Efficiency
- Skill Loss & Collaborative Working
- Process Optimization & Planning
- Acceleration of automation

10:45 **Practical Discussion:**

- 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 Health Passport

12:00 **WORKSHOP:** 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?

12:30 *Networking Coffee Break*

13:00 Detailed discussions on Handling Agreements:

- IATA Standard Ground Handling Agreement (SGHA)
- Service Level Agreements (SLA)

14:30 *Networking Buffet Lunch*

15:30 **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

PRACTICAL DISCUSSION ON:

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

16:45 *Networking Coffee Break*

17:00 **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

18:00 *Welcome Networking Drinks Reception*

## DAY II

14 SEP | TUESDAY

09:00 *Arrivals & Coffees*

*Prize Draw Questionnaire & Winner Announcement*

09:30 **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.

10:30 **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

13:00 *Networking Buffet Lunch*

14:00 **Practical Workshop:** Discussion of the ground handling management software/tools/solutions – challenges and requirements.

15:00 *Networking Coffee Break*

**15:20 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

16:20 **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.

17:30 *Farewell Champagne Drinks* with Certificate Awards & Group Photos



There is a practical cargo tour at DXB planned for 15th of September, if you are interested please let us know in advance.

