

21st Annual GHI Conference Programme

Day One: Monday 4 November 2019

Time	Session	
0730-1000	Exhibitor setup	
1000-1730	Conference registration	
1030-1730	One-to-One Meetings	
1100-1110	<p>21st Annual GHI Conference welcome <i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i></p>	Conference Room
1110-1145	<p>Innovation: We are family – sharing operational excellence between PAX and Cargo To celebrate the launch of a new Cargo Zone at the 21st Annual, GHI assesses the common ground between the apparently very different challenges of handling PAX and cargo. From safety awareness to the adoption of new technology and employee training and development – what are the prime areas for collaboration between our sister operations? <i>Robert Fordree, Executive Vice President – Cargo, Menzies Aviation; Tania Boyes, Director of Cargo Operations, Virgin Atlantic Cargo; Steven Polmans, Director Cargo & Logistics, Brussels Airport Company. Further panellists to be announced</i></p>	Conference Room
1145-1245	<p>The Big Debate: How much to turn an A320? Revealing the results of GHI’s Ground Handling State of the Nation report and where it leaves us in the race to the bottom GHI will reveal the results of an exclusive industry report into business conditions on the apron. Our data will seek to identify the typical per turn rates being tendered for narrow and wide body aircraft in Europe. We’ll also examine the most prevalent KPIs that stations are operating to and how the metrics are being measured by airlines. The session will ask a panel of key industry influencers to assess the results, what they mean for the race to the bottom and the potential for a shift towards more value based, airline-handler partnerships. <i>Paulo Neto Leite, CEO, Groundforce Portugal; Koen Slembrouck, Head of Ground Operations, Norwegian. Further panellists to be announced</i></p>	Conference Room
1245-1300	<p>Product Demonstration: ICT.AERO - Paperless Ground Handling Mobile/Tablet App The ICT.aero Turnaround Co-ordinator Mobile App is a paperless ground handling solution, which converts your SGHA obligations into simple-to-do tasks on a mobile device, thereby allowing you to capture data, monitor SLAs and prevent revenue leakage. All this at the push of a button. <i>Lina El Mallah, Sales Manager, ICT.AERO</i></p>	Stand E01
1245-1415	Lunch & exhibition	
1310-1325	<p>Product Demonstration: ITW GSE - 7400 Battery Powered eGPU To support green airports and contribute towards a better working environment for the airport staff, we are introducing the ITW GSE 7400 eGPU GPU. This battery-powered 400 Hz unit will help airports reduce their carbon footprint, replacing their diesel powered GPUs by cleaner eGPUs. <i>Jose Manuel De Las Heras, Area Sales Manager, ITW GSE</i></p>	Stand E51
1325-1330	<p>Cargo Zone welcome and official opening <i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i></p>	Cargo Zone Workshop Corner
1330-1400	<p>Innovation: Cargo Handling the Virgin Atlantic way Virgin Atlantic has enjoyed buoyant growth in cargo load factors over the past decade with particular surges in pharma and e-commerce. So, what factors count when the airline is looking to appoint cargo handling partners and how does a Virgin Atlantic partner drive innovation and quality through its cargo supply chain? <i>Tania Boyes, Director of Operations, Virgin Atlantic Cargo</i></p>	Cargo Zone Workshop Corner
1400-1430	<p>Aviation trailblazers: Picking the right KPIs for your Cargo Handling operation Quality, safety, OTP, customer satisfaction; what KPIs should you be building your cargo activity around? This session will explore the experience of Menzies’ Australian operation in selecting the right cargo KPIs. And when you have the metrics in place, how do you use them to power improvement? <i>Robert Fordree, Executive Vice President – Cargo, Menzies Aviation</i></p>	Cargo Zone Workshop Corner

1415-1445	<p>Innovation: Reinventing the ground handling model – the DHL/easyJet London Gatwick legacy</p> <p>The traditional ground handling model has been given an overhaul at London Gatwick in easyJet's quest for optimal OTP performance. A triumvirate agreement sees DHL provide the labour for ground handling and Rushlift the ground service equipment. DHL's David Jenkins reveals how the shift has paved the way for a one-team alliance with easyJet where ramp teams wear easyJet orange with pride. The session will also explore the breakdown of traditional hierarchies to allow operatives a full say in process improvement.</p> <p><i>David Jenkins, Operations Director, DHL Supply Chain and Paul Butler, Regional Ground Operations Manager (LGW), easyJet</i></p>	Conference Room
1430-1500	<p>Technology: Quality and efficiency gains in cargo ground handling through optimisation</p> <p>What are the latest developments in optimised management of cargo drivers? Learn about new solutions focusing to meet SLAs for high value products while raising the overall efficiency of cargo drivers. In the warehouse, a continuously optimised cargo build-up/breakdown plan can maximise the utilisation of the infrastructure and handling personnel.</p> <p><i>Michael Reinkober, Product Manager, Inform</i></p>	Cargo Zone Workshop Corner
1445-1515	<p>Aviation trailblazers: Immaculate handling performance under pressure: how to refine your station to achieve more with less</p> <p>You can buy the best GSE, train your ramp teams intensively and design immaculate SOPs – but what happens when the pressure ratchets up in the eternally unpredictable environment of the apron? This session will explore the high-performance habits instilled by Groundforce Portugal, which has had to field an average annual passenger growth of one million at Lisbon.</p> <p><i>Paulo Neto Leite, CEO, Groundforce Portugal</i></p>	Conference Room
1500-1530	<p>The Big Debate: Paper, paper everywhere – how do we kickstart the adoption of e-AWBs by the cargo industry and what opportunities does going digital bring?</p> <p>Paper airway bills sodden by heavy rain and gate houses jam packed with filing cabinets full of documents – why is the cargo industry content to cling to a paper-based record keeping system and what efficiencies could we gain by advancing digital? A panel of cargo industry experts will discuss.</p> <p><i>Panellists: Robert Fordree, Executive Vice President - Cargo, Menzies Aviation; Steven Polmans, Director of Cargo & Logistics, Brussels Airport Company; Alan Glen, VP Cargo Development, Menzies Aviation. Further panellists to be announced</i></p>	Cargo Zone Workshop Corner
1515-1545	Coffee break & exhibition	
1515-1615	<p>Meet the Airline Speed Networking</p> <p>GHI's Meet the Airline Speed Networking Forum aims to boost your networking opportunities with attending airlines, whose busy schedules may not permit all their formal One-to-One Meeting requests to be accepted. The format will offer delegates quick-fire introductory slots with up to 10 carriers and the chance to swap contact details.</p>	Speed Networking Zone
1530-1600	<p>Market analysis: The unstoppable rise of pharma</p> <p>An estimated \$17billion will be spent on the air transport of pharmaceuticals by 2020. The temperature and time sensitive nature of pharma means there is no margin for error for handlers looking to capitalise on this booming area of the cargo supply chain. This session will explore the unique challenges of handling pharmaceuticals and the investment essentials for anyone looking to enter the fray.</p> <p><i>Facilitator: Wolfgang Fasching, Consultant, Agora Consulting. Panellists to be announced</i></p>	Cargo Zone Workshop Corner
1545-1615	<p>Interactive workshop: Creating a Just Culture</p> <p>Discover what is meant by a Just Culture, the leadership behaviours that are critical for its foundation and what impact a Just Culture has on safety and KPI performances within aviation businesses.</p> <p><i>Ross Priday, Business Development Manager, Baines Simmonds</i></p>	Conference Room
1600-1630	<p>Technology: Guns, explosives and radioactive rock: dealing with the Dangerous Goods dilemma</p> <p>From firearms to radioactive material – in the management of dangerous goods and hazardous materials, handlers and airlines have a duty to reduce or minimise risk. This session will explore how a software programme from DGOoffice will allow insight into what is permitted and obligatory in the trade, storage, handling and transportation requirements and how to stay compliant.</p> <p><i>Herman Teering, Managing Director, DGOoffice</i></p>	Cargo Zone Workshop Corner

1615-1715	<p>Interactive workshop: Conversational intelligence and what it can do for your OTP</p> <p>We speak about 16,000 words per day – how do we cut through the clutter to ensure that our conversations with our frontline teams have impact? Every conversation creates a chemical cocktail that opens us up to higher levels of trust or close us to new ideas due to distrust. Expert conversational intelligence allows you to build empathy, trust and engagement with your frontline teams – all factors that can supercharge your business’ KPI performance. What’s the science behind conversational intelligence? What does it look like in practice and how does it apply in a busy aviation environment?</p> <p><i>Desiree Perez, Head Coach, Up Performance Coaching</i></p>	Conference Room
1730-2000	Welcome party	

Day Two: Tuesday 5 November 2019		
Time	Session	
0830-1700	Conference registration	
0830-0900	Welcome coffee & exhibition	
0830-1630	One-to-One Meetings	
0900-0905	<p>Chairman’s welcome</p> <p><i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i></p>	Conference Room
0905-0940	<p>Policy: The future of Ground handling safety regulation</p> <p>A new EU regulation, which entered into force in September 2018, means The European Aviation Safety Agency (EASA) has a mandate to ensure the oversight of the safety of ground services. EASA is currently engaging with GSPs on what the safety roadmap should look like. This session will update you on the progress so far and invite you to have your say.</p> <p><i>Speaker to be announced</i></p>	Conference Room
0940-1030	<p>The GHI Big Debate: ‘What ground handling excellence looks like’– a view from the flight deck</p> <p>GHI invites a panel of pilots and first officers to give us their unique perspective on ground handling services. What are the hallmarks of the best handling teams they encounter? What does really good communication look like from the team leader/headset man/despatcher? And, what advice would they give to handling teams on managing relationships with airline crews during high pressure scenarios? The emphasis of the session will be on enhancing communications with airline staff and ultimately raising the quality, OTP and safety of ground services.</p> <p><i>Panellists: Captain Douglas Moule, Flight Operations Support Manager Gatwick, easyJet; Captain Bill Sherrod, Director of Flight/Chief Pilot PHL/DCA; American Airlines. Further panellists to be announced</i></p>	Conference Room
1030-1100	Coffee break & exhibition	
1030-1130	<p>Meet the Ground Handler Speed Networking</p> <p>GHI’s Meet the Ground Handler Speed Networking Forum aims to boost your networking opportunities with attending handlers, whose busy schedules may not permit all their formal One-to-One Meeting requests to be accepted. The format will offer delegates quick-fire introductory slots with regional ground handlers and the chance to swap contact details.</p>	Speed Networking Zone
1100-1130	<p>Aviation trailblazers: Leading by example – the story of Nick Ward, winner of the Rising Star accolade at GHI’s Pride of Ground Handling Awards</p> <p>This session will look at the performance gain that resulted from Nick Ward’s tenure at a station based at Brisbane Airport. This is the story of how a 20-something broke OTP records, reduced overtime and upskilled colleagues to work across multiple departments. How do we capture more entrepreneurial young leaders like Nick into our industry?</p> <p><i>Nick Ward, Manager - Airport Services, Swissport</i></p>	Conference Room
1130-1230	<p>Millennials in Aviation: How the next generation of aviation leaders will change our industry</p> <p>GHI invites a panel of apprentices, graduates and managers under the age of 30 and working within the aviation industry to deliver a manifesto on how they would improve the ground handling industry when they call the shots. Covering leadership, new technology, motivation, flexible working and pay, the session will look at the innovation the under 30s crave in our sector as well as the universal aviation principles that bind baby boomers, Generation X and Millennials.</p> <p><i>Panellists: Nick Ward, Manager - Airport Services, Swissport; Desiree Perez, Head Coach, Up Performance Coaching; Maryam Noorzai, Director of Commercial Sales, GTAdnata; Rebekah Watson, Procurement Manager, Virgin Atlantic Airways; Derya Yusuf, Board Member – Training</i></p>	Conference Room

	<i>& Development, Celebi; Kelly Miller, Manager Resource Planning & Business Development, United Ground Express. Further panellists to be announced</i>	
1130-1200	Innovation: What if ULDs could talk? The Unit Load Device (ULD) is about to get a lot smarter with the advent of devices that can report temperature change, damage and animals in distress. What service opportunities does the artificially intelligent ULD create for airlines and handlers? <i>Panellists to be announced</i>	Cargo Zone Workshop Corner
1200-1230	Airports: The role an airport can play in efficient cargo operations Airport infrastructure had a direct impact on the efficiency, cost and quality of services a ground handler can give to its customers. But, also the behaviour of the airport and the way they are willing to work together with handling agents makes an impact. At the same time, airports need handling agents to perform in order to keep their customers happy and attract new business for the airport. So, how does an airport look at cargo handling agents and the cooperation between them? <i>Steven Polmans, Director of Cargo & Logistics, Brussels Airport Company</i>	Cargo Zone Workshop Corner
1230-1245	Product Demonstration: Damarel Systems - FiNDnet – The Complete Software Solution for Ground Handlers <i>Paul Bruton, Senior Consultant, Damarel Systems</i>	Stand E60
1230-1400	Lunch & exhibition	
1230-1300	Safety: Human factors and safety within the air cargo industry What do we mean by human factors and how can we apply the discipline to improve the safety of cargo operations both within the warehouse and on the apron? <i>Sarah Flaherty & Leah Fennema Hall, Directors, Lux Consulting</i>	Cargo Zone Workshop Corner
1400-1445	Market analysis: Latin America – the land of ground handling opportunity? In a new series, GHI looks beyond Europe to examine a global region primed for significant aviation growth. The session will explore Latin America through the eyes of leading GSPs and airlines who operate within the region. LATAM is set for annual air passenger growth rates of near 4%, well above the world average. Argentina has enjoyed recent market deregulation and Brazil has built strong bilateral traffic with the US. Yet on the apron, acute workforce attrition is threatening to put the brakes on growth. <i>Panellists: Ruben Atehortua, Cargo Operations Director, Avianca. Further panellists to be announced</i>	Conference Room
1400-1430	Cargo trailblazers: Building added value cargo services at London Heathrow – the dnata story Strained capacity, delays and trucks queuing bumper to bumper are synonymous with ‘the horseshoe’ air cargo storage area at London Heathrow Airport. This session will examine how Heathrow operator, dnata, decided to develop a raft of bespoke cargo facilities at the airport instead. What difference has improved infrastructure made to cargo handling times and is there a clear business case for specialising in added value cargo handling services? <i>Gary Morgan, CEO, & Alex Doisneau, Chief Operating Officer, dnata UK</i>	Cargo Zone Workshop Corner
1430-1500	Cargo trailblazers: Building a cargo facility fit for the future – the story of Celebi’s new Istanbul Airport operation Celebi Aviation has gone back to the drawing board to create a state-of-the-art cargo operation at the new Istanbul Airport, which opened in late 2018. This session will cover how Celebi structured cargo facilities and deployed and invested in new technologies to improve the efficiency of the warehouse operation as well as how the project sought the input of key airline customers, in the meantime recruitment and training strategy to enhance staff performance within the operation. <i>Burak Kurt, Istanbul Regional Director (Cargo & Handling), Celebi Aviation</i>	Cargo Zone Workshop Corner
1445-1515	Coffee break and exhibition	
1500-1530	GSE: Innovation in cargo GSE/warehouse equipment GHI takes a look at cargo specific GSE and the top tips on procuring the most effective kit for your cargo operation. The guide will assess equipment on the apron as well as look at relevant equipment such as racking systems, screening technology and forklift trucks for back of house warehouse operations. <i>Speaker to be announced</i>	Cargo Zone Workshop Corner
1515-1545	Human Factors: Creating the habit of excellence among your ground handling employees	Conference Room

	'Why can't our people just do what we want them to do?,' is a common lament among aviation leaders. This session will explore the science of human behaviour and how we can change the learning pathway of cue, behaviour, reward to cultivate more engaged employees. <i>Sarah Flaherty and Leah Fennema Hall, Directors, Lux Consulting</i>	
1545-1615	Contract negotiation: Playing the game This interactive workshop will look at our decision-making process when it comes to negotiating new business and how to use game theory to better understand the outcomes. Participants will take part in a banknote game, which will explore different strategic approaches and their influence over your chances of success or failure. <i>Wolfgang Fasching, Consultant, Agora Consulting</i>	Conference Room
1800-1900	Delegate Dinner welcome reception	
1900-2300	Delegate Dinner & Pride of Ground Handling Awards Join us for GHI's awards scheme designed to celebrate excellence in ground services across the globe and the all-important people who are passionate about performing the perfect turnaround . Categories up for grabs include Best Station; Best Handler-Airline Innovation; Unsung Hero Award; Ramp Safety, Best Cargo Handling Operation and Rising Star Awards.	

Day Three: Wednesday 6 November 2019		
Time	Session	
0930-1000	Welcome coffee & exhibition	
0900-1730	One-to-One Meetings	
0955-1000	Chairman's welcome <i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i>	Conference Room
1000-1030	Aviation trailblazers: Predicting the unpredictable – how a GSP/Airline partnership deployed AI to minimise the disruption of late arriving flights This session will reveal how Swissport and Finnair joined forces to create an artificially intelligent, Delay Prediction Tool at Helsinki airport. The machine processes an algorithm of 38 delay influencing factors to give a more accurate prediction of when an inbound flight will touch the tarmac. The smart kit has given ground handling employees crucial extra time to organise resources on the ramp and protect OTP and service levels. <i>Jani Elasmaa, Director Business Support, Swissport Finland</i>	Conference Room
1030-1100	Stakeholder collaboration: Working collaboratively to improve safety, performance and service quality at Schiphol Airport More than 90 aprons, 106 movements an hour at peak and operational 24/7, 365 days a year – Schiphol is one of Europe's premier hubs. So how does the airport work with its ground handling and airline tenants to ensure the best OTD, passenger satisfaction and safety? <i>Jacques Sol, Ground Support Manager, TUI fly. Further speakers to be announced</i>	Conference Room
1100-1130	Coffee break & exhibition	
1130-1200	GSE: Pay-per-use solutions and what it means for ground handling This session will explore the new trend of pay-per-use agreements in the GSE space and compare them to more traditional financing models. Will telematics help ensure operators optimise their fleets by aligning cost with usage? Are pay-per-use solutions applicable to all GSE equipment or only for more predictable types of ramp operations? <i>Matt Frankel, VP Pay-per-use Solutions, DLL</i>	Conference Room
1200-1245	Sustainability: Going electric and the challenges of the sustainable ramp 2019 has been marked by major climate change protests across Europe. So, how is our industry reacting to consumer pressure to embrace more environmentally friendly practice? Which airports, airlines and GSPs are leading the way and how is the physical environment of the apron going to change? <i>Panellists: Fabio Gamba, Director General, Airport Services Association (ASA); Helmuth Von Grolman, CEO, Colibri Energy. Further panellists to be announced</i>	Conference Room
1245-1400	Lunch & exhibition	
1400-1445	Contracts: The SGHA 2018 under the spotlight This session will provide deep dive analysis of the latest SGHA, exploring more contentious sections like Article 8 - Liability and Indemnities-alongside amendments to standards, training and audit pools (Section 5). We'll also be exploring the merits of supplementing the SGHA with bespoke agreements and where the balance of power lies between airline and handler within the SGHA.	Conference Room

	<i>Peter Coles, Partner, Clyde & Co</i>	
1445-1530	<p>Automation: Intelligent bags and the future of passenger luggage</p> <p>IATA resolution 753 is in place and has laid down the gauntlet for the aviation industry to improve baggage tracking capabilities. With nearly 80% of passengers wanting live baggage tracking data on their smartphones, what are the opportunities for ground handlers to turn the thirst for data insight into a force for passenger service and business efficiency improvement?</p> <p><i>Facilitator: Rami Al-Hadid, Group CIO/General Manager, National Aviation Services (NAS)</i></p> <p><i>Panellists: Ittay Hayut, CEO, Hoopo; Thomas Waintraub, CEO, CAI ZHI; Nick Gates, Portfolio Director, Sita. Further panellists to be announced</i></p>	Conference Room
1530-1630	Farewell drinks & close of exhibition	
1630-1800	Exhibitor breakdown	

Day Four: Thursday 7 November 2019

1030-1230	<p>City tour of Amsterdam – Heineken Experience</p> <p>The Heineken Experience is an attraction located at the Heineken's first built brewery in Amsterdam's city centre. In 1988, the brewery was closed because of the inability to meet the high demand. Nowadays, you can learn about Heineken's heritage, brewing process, innovations, sponsorships and what it takes to serve a star in a 1.5 hour self-guided tour. At the end of the tour you can, of course, enjoy a Heineken or two.</p>
1000-1300	<p>Football Tournament</p> <p>In the home of Total Football, Cruyff, Bergkamp and Van Basten - GHI will be organising a delegate football tournament on the morning of Thursday 7th November. The games will take place on 5-a-side pitches at the Powerleague Amsterdam nearby to the Rai. Would you be interested in playing? Email max@groundhandling.com if you are.</p>