



Day One: 27 June 2017

- 09:00-11:00 Exhibitors' setup in the Symphony Ballroom
- 10:00-17:00 Registration in the Symphony Foyer & One-to-One Meetings in the Symphony Ballroom
- 11:00-11:10 **Conference welcome** - Tim Ornellas, Publisher and Max Gosney, Content Director, Ground Handling International
- 11:10-12:30 **The Ground Handling International Big Debate: Creating a business strategy for the Americas***
Guest panellists debate the market themes, challenges and opportunities in the fast expanding Latin and maturing North American markets and how handlers and airlines partners can capitalise.
Panellists include: John Redmond, SVP, The Americas, **Menzies Aviation**; Javier Martinez, Regional Director, **ACI**; Gustavo Di Cio, Director, **Abiax Air Aviation**; Olga Svirskaja, Purchasing Manager, Airport Services – International, Cargo & Express Stations, **American Airlines**
- 12:30-14:30 Networking lunch & table-top exhibition in the Symphony Ballroom
- 14:30-14:55 **Interactive Workshop - Can ground handlers stop revenue leakage, get paid faster and save money?** Paul Bruton, Senior Consultant, Damarel Systems
- 15:00-15:30 Networking coffee break & table-top exhibition in the Symphony Ballroom
- 15:30-15:55 **Interactive Workshop - XOPS to secure mobility and to reduce equipment airside** – Jean-Francois Bouilhaguet, CEO, XOPS
- 15:30-17:00 One-to-One Meetings in the Symphony Ballroom
- 17:00-20:00 **Networking Party & Exhibition in the Symphony Ballroom**

Day Two: 28 June 2017

- 09:00-16:30 One-to-One Meetings in the Symphony Ballroom
- 09:15-09:25 **Conference Chairman's introduction:** Key messages from day one debate
- 09:25-10:00 **Miami International Airport: Gateway to the Americas** - Emilio Gonzalez, Director, Miami-Dade Aviation Department and Director of Operations at Miami International and four general aviation airports in Miami discusses his business challenges
- 10:00-10:45 **Financial and M&A Overview** - Ashwin Noronha, Director: Aerospace and Defence, KPMG
- 10:45-11:15 Networking coffee break & table-top exhibition in the Symphony Ballroom
- 11:15-12:00 **Quality every time: Ground handling in the Americas** - Joe Phelan, COO, Swissport
- 12:00-12:45 **Market liberalisation across the LATAM region and what it means for ground handling** - Brian McGoldrick, Manager and Eric Toler, Principal, ICF International
- 12:45-14:00 Networking lunch & table-top exhibition in the Symphony Ballroom

- 14:00-14:40 **What role must airports play in the region's development?** Mike Pearson, Director, Helios
- 14:40-15:40 **Special Interest Stream 1: Electric vehicles and the airport** - Moderated by Ryan Gibson, Director, GSE Technical Services; Andrew Alexander, Senior Manager GSE Engineering/ Fleet Strategy, United Airlines; Helmut Von Grolman, CEO, Colibri Energy; Russ Evans, Director of International Sales, Aerovironment; Eric Paulson, President, Lektro
- 15:40-16:00 Networking coffee break & table-top exhibition in the Symphony Ballroom
- 16:00-16:40 **Special Interest Stream 1: Local workplace regulations and labour influence at US airports**
Moderated by Len Sloper, Executive Director, ASPA (Airline Service Providers Association); Liz Dougherty, Partner, Jones Day; Rob Delucia, Vice President Labor and Employment and Assistant General Counsel, Airlines for America
- 16:40-18:45 **Delegates at leisure**
- 18:45-22:00 **Delegate Dinner** - Briza on the Bay. Please meet in the Symphony Ballroom at 18:45 to walk to the venue

Day Three: 29 June 2017

- 09:00-15:00 One-to-One Meetings in the Symphony Ballroom
- 09:30-09:40 **Conference Chairman's introduction:** Key messages from day two
- 09:40-10:25 **KPIs and operations excellence** - Roberto Gomes, Senior Manager, Safety Quality and Standards, dnata
- 10:25-11:10 **The low cost carrier handling model** - Garret Malone, COO, Sky Airline (Chile)
- 11:10-11:30 Networking coffee break & table-top exhibition in the Symphony Ballroom
- 11:30-12:00 **Challenges of ground handling in the Caribbean** - Marva Richards, Operations Manager, Airport Services (Antigua)
- 12:00-13:00 **Special Interest Stream 1: Preventing Ground Damage** - Christopher San Giovanni, Director Ground Safety, JetBlue Airways; Nick Heemskerk, Director Global Product Development – GSE, JBT AeroTech
- 13:00-15:00 Farewell Lunch & table-top exhibition in the Symphony Ballroom

***Join the debate...Have you got a view on handling in the Americas region? Email your questions now to max@groundhandling.com**

The organiser reserves the right to change the above programme

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