



Day One: Tuesday 28th March 2017

- 1300-1700 Registration and One-to-One Meetings
- 1300-1430 Lunch and table-top exhibition
- 1430-1455 **Interactive Workshop 1 - Rsmart**
- 1505-1530 **Interactive Workshop 2 - BLISS-FOX by Panus GSE**
- 1530-1600 Coffee and table-top exhibition
- 1600-1625 **Interactive Workshop 3 - INFORM**
- 1635-1700 **Interactive Workshop 4 - SITA**
- 1800-2130 Networking Party and Exhibition

Day Two: Wednesday 29th March 2017

- 0830-0930 Registration, coffee, table-top exhibition and One-to-One Meetings
- 0930-0940 **Conference welcome**
Tim Ornellas, Publisher & Max Gosney, Content Director, Ground Handling International
- 0940-1005 **Financial overview**
Ashwin Noronha, Associate Director, Aerospace and Defence, KPMG
- 1005-1030 **Cost vs Safety/Quality**
Mark Edwards, CEO, dnata Singapore
- 1030-1115 **Deal or no deal: the path to win-win contract negotiation between ground handlers and airlines**
Kevin Ryan, International Speaker & Trainer, Training Edge Asia
- 1115-1145 Coffee, table-top exhibition and One-to-One Meetings
- 1145-1210 **Ground damage: an interactive case study examining the consequences of Article 8 of the Standard Ground Handling Agreement**
Kate Seaton, Aviation Disputes Lawyer, Holman Fenwick Willan
- 1210-1235 **The integration of the outsourced ground handler and the airline**
Todd Chapman, Head of Ground Ops, Jetstar Airways
- 1235-1400 Lunch, table-top exhibition and One-to-One Meetings
- 1400-1425 **Heat stress on the ramp**
Ian Bell, Consultant, Global Safety Partners
- 1425-1450 **Working within a collaborative airport environment**
Yacoub Piperdi, Executive Vice President, Gateway Services, SATS
- 1450-1515 **Using real-time data to measure and improve airport stakeholder performance**
Jaakko Elovaara, CEO, Youredi
- 1515-1545 Coffee, table-top exhibition and One-to-One Meetings
- 1545-1645 **A-CDM panel discussion Featuring a panel comprising A-CDM experts, handlers, airlines and airports**
Moderator: Kris de Bolle, Senior Aviation Consultant, To70 Aviation
Panellists: Karin De Rademaeker, A-CDM Expert; Maurizio Anichini, Director Safety & Quality Assurance, Bangkok Flight Services (BFS); Kia Thye Yeo, Managing Director - Airport Operations Planning & Airside, Changi Airport Group
- 1900-2230 Delegate Dinner

Day Three: Thursday 30th March 2017

- 0930-1000 Coffee and table-top exhibition
- 0930-1630 One-to-One Meetings
- 1000-1100 **Stream 1 - Interpreting the SGHA Article 8: defining direct loss, consequential loss and creating a business plan that addresses the ambiguity**
There appears to be widespread confusion when it comes to the courts' interpretation of liability and indemnities for ground damage under SGHA Article 8. Can recent case history offer any more clues on general interpretation? And what steps should ground handlers be taking to better protect themselves from the ambiguity?
Kate Seaton, Aviation Disputes Lawyer, Holman Fenwick Willan
- 1100-1130 Coffee and table-top exhibition
- 1130-1230 **Stream 2 - Winning new business by adopting a more enlightened negotiation-style**
Ground handling has been characterised as a race to the bottom with handlers vying for airline business on purely a price differential. This session will present the case for a more enlightened approach to future contract negotiations: one that can lead to truly collaborative 'value adding' partnership between handlers and airlines.
Kevin Ryan, International Speaker & Trainer, Training Edge Asia
- 1230-1430 Lunch and table-top exhibition
- 1330-1630 **Stream 3 - E-Learning - What can we learn from a recent ramp incident?**
A recent ramp injury incident will be modelled and presented as an E-Learning lesson to demonstrate how E-Learning can be effectively used as an in-house training tool for general ground operational training or to examine causal effects of specific incidents
Simon Walker, Managing Director, Virtual Aviation College
- 1430-1530 **Stream 4 - GSE automation and safety: managing the hidden risks where man and machine meet on the ramp**
Increasing levels GSE automation promise advances in the speed and reliability of turnarounds, while reducing the potential for aircraft damage. But, what are the hidden dangers where human operators mix with automated equipment and how do we ensure employees stay safety conscious in the face of growing computer control?
Moderator: Max Gosney, Content Director, Ground Handling International
Panellists: Valentin Schmitt, Group COO, TLD & Abdul Malik Bin Mohd Mustafa, Assistant Vice President - Quality, Safety & Security, dnata Singapore
- 1530-1545 Coffee and table-top exhibition
- 1545-1630 **Stream 5 - What will it take to "do" ULD properly? Looking for change?**
This session will highlight the key issues that face those responsible for ULDs at both airlines and ground handlers, discuss the increasing expectations of aviation regulators and industry bodies and provide a road map for improving the commonly underappreciated world of ULD operations.
Bob Rogers, Vice President of ULD CARE and Technical Coordinator to the IATA ULD Operations Advisory Group
- 1630-1700 Farewell reception and close of the conference

Training Day: Friday 31st March 2017

- 1000-1700 **Risk Assessment: Learn about when, why and how to conduct a risk assessment to meet legal and company requirements**
Maurizio Anichini, Co-Founder & Chairman, Twiga Aero

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