



## Day One: Tuesday 26<sup>th</sup> September 2017

### 0930-0935 Conference Welcome

Max Gosney, Content Director, Ground Handling International

### 0935-0945 Setting the scene: Africa's aviation challenge

Brenda Aremo-Anichini, Managing Director, Twiga Aero

### 0945-1045 Visionary statements on African aviation

Jon Conway, Director General, ASA (Airports Services Association) and representatives from ICAO African Region and ACI Africa  
Each speaker will provide a global perspective for the direction of the industry for the next decade and beyond. They will define the industry stakeholders' expectations and provide a view on the type of leadership required to facilitate the vision. This will culminate in a Q&A discussion

### 1045-1130 Transformational leadership: leapfrogging towards improved ground operations

Interactive session with transformational leaders including Albert Valentine from Assumption University of Thailand (further panellists tbc)

The panellists will discuss the tenets, rationale and benefits of transformational leadership in terms of tangible results that have worked in the past within Africa and beyond

### 1130-1200 Networking coffee break & table-top exhibition in the Senate Room

### 1200-1300 A financial overview of Africa's aviation prospects

Ashwin Noronha, Director Aerospace and Defence, KPMG will discuss the continent's biggest growth challenges, ending with a Q&A session

### 1300-1430 Networking lunch & table-top exhibition in the Senate Room

### 1430-1515 Ground Operations Regulations: How do ISAGO & IGOM fit in? What are the benefits, what is the future? How will this regulatory landscape shape the market?

A view from Andrew Badham, Policy Lead Aerodromes, UK Civil Aviation Authority & Chairman ICAO Ground Handling Manual; Anita Nmashe, Manager Aerodrome Safety & Standards, Ghana Civil Aviation Authority and a representative from the South African Civil Aviation Authority

### 1515-1545 Networking coffee break & table-top exhibition in the Senate Room

### 1545-1645 A ground operations services strategy for the African market

Panellists: Richard Hunt, COO, Swissport South Africa; Francis Musila, Director Ground Services, Kenya Airways; Olumide Odebiyi, CEO, Skyway Aviation Handling; Marc Delue, Managing Director DAS Uganda; Robert Mdeza, CEO LIHACO, Malawi

### 1645-1730 Fireside chat on strategy, regulations & operations: how will these work together?

### 1730-2000 Networking Party & Exhibition in the Senate Room

## Day Two: Wednesday 27<sup>th</sup> September 2017

### 0915-0925 Conference review

Max Gosney and Brenda Aremo-Anichini discuss the key learnings from the opening day

### 0925-1100 Fireside chat - positive disruption challenging old assumptions, improving safety attitudes and problem solving on the ramp without conflict

### Making GSE available when and where needed and at the right conditions - meeting the challenge of the African ramp

Tim Rane, Managing Director, airGSE

### Infrastructure simulation in real-time Speaker tbc, To70

### 1100-1130 Networking coffee break & table-top exhibition in the Senate Room

### 1130-1230 Building competence towards a skilled workforce

### Vision for ground operations development, competence & capacity building

Jon Conway, Director General, ASA (Airports Services Association)

### Assessing core competencies as a way to tailor make the strategy

Tom Kok, Director, AviAssist

### 1230-1400 Networking lunch & table-top exhibition in the Senate Room

### 1400-1430 Fostering the required environment to promote safer ground operations and Just Culture in South African airports

Rishi Thakuridin, Director Safety and Technical, ACI Africa

### 1430-1500 The security challenge at Africa's airports: working together to tackle terrorism

Ian Todd, Head of Professional Services, Restrata (Former Deputy Head of Security, Heathrow Airport)

### 1500-1530 Fireside chat on safety and security culture

### 1530-1600 Networking coffee break & table-top exhibition in the Senate Room

### 1600-1645 What's wrong with this picture?

Maurizio Anichini, Chairman & Co-founder Twiga Aero shows real-life photographs of safety breaches on the ramp, the root causes and invites delegate views on how we can avoid poor practice happening again

### 1900-2200 Delegate dinner

## Day Three: Thursday 28<sup>th</sup> September 2017

### 0930-0940 Conference day three welcome

Max Gosney and Brenda Aremo-Anichini

### 0940-1030 Creating a more dynamic partnership with handlers in Africa: the airline view

Board of Airline Representatives South Africa

### 1030-1100 The SGHA in Africa: what is it and what could it do for your business?

Maurizio Anichini, Chairman & Co-founder Twiga Aero

### 1100-1130 Networking coffee break & table-top exhibition in the Senate Room

### 1130-1200 Trump, Brexit: the impact of global political changes on the African aviation market

Fumanya Agbugah, Research Writer, Ventures Publishing

### 1200-1215 Conference wrap-up

Max Gosney and Brenda Aremo-Anichini summarise the key findings of the conference programme

1215-1400 Farewell Lunch & table-top exhibition in the Senate Room

### 1300-1730 Optional Masterclass: Risk-based approach to reducing aircraft ground damage

Maurizio Anichini & Brenda Aremo-Anichini, Twiga Aero

Please note an additional fee will apply to attend this session

## Friday 29<sup>th</sup> September 2017

### Optional SGHA Training Day

### 0900-1700 Optional Masterclass: IATA Standard Ground Handling Agreement

Maurizio Anichini & Brenda Aremo-Anichini, Twiga Aero

Please note an additional fee will apply to attend this session

## Risk-based approach to Reduce Aircraft Ground Damage

**Duration:** 1/2 day (4 training hours)

**Date:** 28th September, afternoon

**Price:** US\$ 590 (early bird US\$495 until 18th August)

**Overview:** The classic iceberg shows that numerous near misses result in an accident. Without a proper hazard identification, risk mitigation and root cause analysis, the accident will recur. This masterclass unveils the practical approach taken to gain intelligence and drive change. Case studies used will highlight the value of conducting operational and GSE risk assessments. It will also provide insight on how to conduct effective investigations and identify root causes.

**Objectives:** Using case studies, participants will learn how to:

- Investigate ground operations incidents, accidents and near misses
- Find different ways to gather and validate information required during investigations
- Identify casual factors and analyse them
- Establish a root cause analysis programme
- Develop robust recommendations that will assist in eliminating the sources of incidents and accidents

**Outline:** Key terms & definitions

- The accident pyramid & the safety framework
- The investigation process and techniques
- Gathering and validating factual reporting
- Investigation reporting
- Establishing a root cause analysis programme
- Root cause analysis of case studies to:
  - Resolve ground operations inefficiencies
  - Resolve audit findings
  - Resolve ground operations safety incidents, accidents and near misses
- Case study of a GSE risk assessment

## IATA Standard Ground Handling Agreement

**Duration:** 1 day (6 training hours)

**Date:** 29th September

**Price:** US\$ 1190 (early bird US\$995 until 18th August)

**Overview:** Airlines are outsourcing more than 90% of their ground handling operations across their networks. IATA standard ground handling agreement (SGHA) and service level agreements (SLA) are a 'must have' to ensure seamless and safe operations. In this course, participants will understand the essence of these agreements to draft and tailor-make agreements that reflect clear customer requirements, service obligations and limits of liability to create a win-win situation.

**Objectives:** Using the latest IATA SGHA & SLA as a base, participants will:

- Understand the framework for & benefits of establishing an IATA SGHA
- Identify the key elements of the SGHA
- Learn how to interpret the requirements of the contract and translate them into operational requirements for ground operations
- Learn how to interpret the liability clause, consequential loss & navigate contractual issues

**Outline:** The history & evolution of ground operations

- Key definitions & terminology
- Structure of the SGHA
- Elements of the Main Agreement
- Elements of the Annex A
- Elements of the Annex B
- The liability clause & consequential loss explained
- Practical exercises in drafting an IATA SGHA
- Case studies to interpret & resolve contractual issues

Sponsors

swissport



SITA  
Create success. Together

