



## Thursday 28<sup>th</sup> September 2017

### Risk Assessment Training

**1300-1730 Masterclass: Risk-based approach to reducing aircraft ground damage**  
*Maurizio Anichini & Brenda Aremo-Anichini, Twiga Aero*

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

### SGHA Training Day

**0900-1700 Masterclass: IATA Standard Ground Handling Agreement**  
*Maurizio Anichini & Brenda Aremo-Anichini, Twiga Aero*

## 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

