

**5<sup>th</sup> Americas Ground Handling International Conference Programme**

**Day One: Tuesday 25 June 2019**

0730-1000	Exhibitor Set-up
1000-1730	Conference Registration
1000-1730	One-to-One Meetings
1000-1045	Welcome Coffee & Exhibition
1045-1050	<b>Conference Welcome</b> <i>Max Gosney, Conference Chairman, Ground Handling International &amp; Gustavo Di Cio, Director, ABIAX Air Aviation</i>
1050-1105	<b>Market focus: Ground handling in the Americas: a state of the nation report</b> From the impact of soaring staff attrition to having a representative say in new airport developments, what is the mood among frontline operators on the apron? GHI will reveal the results of an exclusive pre-conference survey of aviation business leaders across the Americas and lift the lid on experiences around recruitment/retention, stakeholder relationships, GSE pooling, contract negotiation and business growth. <i>Max Gosney, Conference Chairman, Ground Handling International</i>
1105-1215	<b>The Big Debate: Where next for ground handling in the Americas?</b> North America is a superpower of global aviation while Latin America is set for annual air passenger growth rates of near 4%, well above the world average. Yet on the apron, acute workforce attrition, patchy infrastructure and poor alignment between stakeholders is threatening to put the brakes on growth. GHI invites you to have your say on operating conditions on the frontline, as we invite a panel of handlers, airports and airlines to come up with a blueprint for seizing the growth opportunities ahead. <i>Panellists: Javier Martinez, Regional Director, ACI Latin-America Caribbean; Ruben Atehortua, Ground Operations Director, Avianca; James Bernal, VP International Airport Affairs, Aeromexico; Olga Svirskaiia, Senior Manager, Airport Purchasing - Hubs &amp; Spokes, American Airlines; Ricardo Barrero, General Manager, BLAS – Balboa Logistics and Airport Services; other panellists to be announced</i>
1215-1400	Lunch & Exhibition
1230-1245	<b>Product Demonstration</b>
1300-1315	<b>Product Demonstration</b>
1330-1345	<b>Product Demonstration – Dekal Load Banks LLC &amp; Sasind Aviation Inc, E01</b> We will provide extensive detailed information from the operators perspective, featuring simulation of real time load test and unique advantages our units offer towards competition. Generated test reports will be result of our gathering with participants able to obtain technical specifications for their own needs and acquire a test report for their local technical or maintenance teams. Demonstration also oriented to management personnel and marketing solutions for civil and military testing equipment, small presents for everybody, questions and short discussions are always welcomed during and after demonstration. <i>Jernej S. Kalsek, Sales Manager, Dekal Load Banks L.L.C.</i>
1400-1430	<b>Market focus: Ground handling and the winds of change in Latin America: mergers, acquisitions and shifting dynamics</b> Ruben Atehortua, Ground Operations Director at Colombia’s flagship airline, Avianca, identifies the big trends in ground service provision across Latin markets and what changes the carrier foresees in the traditional airline-GSP dynamic. <i>Ruben Atehortua, Ground Operations Director, Avianca</i>
1430-1500	<b>Stakeholder collaboration: The role of KPIs in creating a team culture within the airport</b> Ossie David, of JetBlue Airways, reveals the hallmarks of the carrier’s most successful handler and airport partnerships in the Americas region. This case study-led presentation will examine the hallmarks of strong cross collaboration between airlines, GSPs and the airport and ask how influential shared key performance indicators (KPIs) are in achieving success. What should the chosen KPIs be, how do you measure them and what benefits are unlocked through teamwork? <i>Ossie David, Manager Business Partner Development, JetBlue Airways</i>
1500-1530	Coffee break & Exhibition
1515-1530	<b>Product Demonstration</b>
1530-1630	<b>Employee Engagement: Persuading your people to stay for more than just pay – advice on boosting employee retention on a budget</b> Leadership coach and former aviation manager, Desiree Perez, will explain how you can address high turnover in your business without having to spend a fortune. The session will explore the skills churn in the Americas, look at the challenge of motivating millennials and explore why good people are so hard to keep hold of. Does it all come down to pay at the end of the day? Following a presentation, Desiree will invite delegates to take

	part in an interactive exercise, which will help you understand the importance of feedback and coaching in ensuring your employees do the right thing at the right time. <i>Desiree Perez, Head Coach, Up Performance Coaching</i>
1630-1730	<b>Meet the Airline Speed Networking Forum</b> 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 carriers and the chance to swap contact details.
1730-1930	Welcome Party

### Day Two: Wednesday 26 June 2019

0830-1730	Conference Registration
0830-0855	Welcome Coffee & Exhibition
0830-1730	One-to-One Meetings
0855-0900	<b>Conference Welcome to Day Two</b> <i>Max Gosney, Conference Chairman, Ground Handling International &amp; Gustavo Di Cio, Director, ABIAX Air Aviation</i>
0900-0930	<b>Financial analysis: Latin America – the outlook for the aviation industry</b> A look at the main trends and challenges facing aviation in the Latin America region. Which markets are experiencing the fastest growth and how are stakeholders working together to make the most out of the expected boom in air passenger traffic? <i>Luis Felipe de Oliveira, Executive Director &amp; CEO, ALTA</i>
0930-1000	<b>Aviation trailblazers: Panama – the rising star of aviation in the Americas</b> Panama has been ranked number one for the quality of airport infrastructure out of 23 countries in the Latin and Caribbean region. Aviation growth has helped fuel economic development with a £2.2bn contribution to GDP and 238,000 jobs stemming from the aviation sector. What were the conditions that enabled Panama's growth, what role did the public and private sector play in driving investment and what are the lessons for other countries looking to emulate Panama's success? <i>Javier Martinez, Regional Director for ACI Latin-America Caribbean; Ricardo Barrero, General Manager, BLAS – Balboa Logistics and Airport Services; Captain Hugo Guiraud, Founder and CEO, Mapiex;</i>
1000-1030	Coffee break & Exhibition
1015-1030	<b>Product Demonstration – National Aviation Services, E33</b> ICT.aero Turnaround Coordinator Mobile App, is a paperless ground handling solution, which simply converts your SGHA obligations into simple to do tasks on a mobile device, therefore, allowing you to capture data, monitor SLA, prevent revenue leakage, all at the push of a button. <i>Rami Al-Haddad, Director – Airport Technologies, National Aviation Services</i>
1030-1130	<b>Financial: What is fair pay for ground handling employees and how can we afford to give a raise?</b> What is a fair and commensurate pay for ground handling employees expected to ensure the safety of thousands of passengers and multi-million dollar aircraft? And, how do GSPs operating under notoriously tight margins create a viable plan that allows them the capacity to review pay? This session will look at the opportunity for improving efficiency, adopting new technology and driving innovation in ground services. <i>Olga Svirskaja, Sr Manager, Airport Purchasing - Hubs &amp; Spokes, American Airlines; Desiree Perez, Head Coach, Up Performance Coaching; Ricardo Barrero, General Manager, BLAS – Balboa Logistics and Airport Services; Xavier Rabell, CEO, Eulen America;</i>
1130-1200	<b>Aviation trailblazers: Enhancing OTP performance through your people: The In Solo Ground Handling, Brazil story</b> A case study-led presentation examining how In Solo Ground Handling has supercharged its KPIs by empowering frontline employees to assess and improve workplace processes. The presentation will discuss the emphasis placed by In Solo on training, the application of the Plan, Do, Check, Act review and shaping an honest and open working environment based on truth and transparency. <i>Adriano Scheffer, Airport General Manager, In Solo Ground Handling</i>
1200-1230	<b>Market focus: Mexico – the rise of LCCs, overcapacity and what it means for ground handling</b> A look at the rapid expansion in Mexico's aviation market from flagship carrier, Aeromexico. The session will assess the impact of an open skies agreement with the US, the arrival of LCCs and explore the impact on ground handling service provision. <b>Speaker TBC</b>
1230-1400	Lunch & Exhibition
1245-1300	<b>Product Demonstration – Damarel, FiNDnet Shift Optimiser, E28</b>

	<p>If you are a Ground Handler staff are your most valuable, and most expensive asset. Making the most efficient use of staff is key to a well-run, profitable business.</p> <p>FiNDnet Shift Optimiser replaces manually intensive systems used to calculate staffing requirements with a fast, integrated and automated solution. Resource data is seamlessly transferred from demand plans to quickly produce optimised shift patterns for all your resources, at all stations, for any period. Simple, fast and efficient, FiNDnet Shift Optimiser helps you maximise the potential of your staff and reduce labour costs.</p> <p><b>Paul Bruton, Senior Consultant, Damarel</b></p>
1315-1330	<b>Product Demonstration - Airline Choice, E09</b>
1400-1500	<p><b>The GHI Big Debate: What are the challenges and opportunities for cargo handling in the Americas?</b></p> <p>From exotic fruits to fresh orchids, roses and lilies – Latin America has a thriving supply of export products best suited to air transport. But, is infrastructure and technology at the airport keeping pace and do the same skills frustrations that we’re hearing from PAX operators also plague the air cargo sector?</p> <p><i>Panellists: Paul Cruz, Operations Director, ServAir; Vladimir Zubkov, Secretary General, The International Air Cargo Association (TIACA) other panellists to be announced</i></p>
1500-1530	Coffee break & Exhibition
1515-1530	<b>Product Demonstration</b>
1530-1600	<p><b>Market focus: Argentina – liberalisation and preparing the field:</b> After decades of a single state-owned company delivering GH services, the Argentinian government has opened the market for any local or international company willing to provide ground handling services in the 40+ domestic airports. The session will outline the current and future airport infrastructure, operational services and facilities.</p> <p><b>Speaker TBC</b></p>
1600-1630	<p><b>Financial analysis: Where are the hottest growth markets in the Americas and what are the ground handling opportunities?</b></p> <p>Identifying aviation growth trends across the Americas: from Brazil’s economic recovery and LCC travel in Latin America to airport expansion in the maturing North American region. This session will rank the five biggest growth markets, discuss M&amp;A activity and explore ground handling trends from North to South.</p> <p><i>Speaker representing ICF Aviation to be announced</i></p>
1630-1730	<p><b>Meet the Ground Handler Speed Networking Forum</b></p> <p>GHI’s Meet the Ground Handler Speed Networking Forum aims to boost your networking opportunities with attending ground 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 and the chance to swap contact details.</p>
1830-2200	<b>Delegate Dinner</b>

Day Three: Thursday 27 June 2019	
0930-0955	Welcome Coffee & Exhibition
0930-1400	One-to-One Meetings
0955-1000	<p><b>Conference Welcome to Day Three</b></p> <p><i>Max Gosney, Conference Chairman, Ground Handling International &amp; Gustavo Di Cio, Director, ABIAX Air Aviation</i></p>
1000-1030	<p><b>GSE: The GSE market in the Americas – trends in financing, prospects for equipment pooling and new fuel types</b></p> <p>Gary Ogden, of Nextgen Business Brokers, assesses the GSE purchasing habits among ground handlers across the region and the habits of a successful procurement policy. The session will also investigate the suitability of GSE pooling and uptake of new electric and biofuel alternatives.</p> <p><i>Gary Ogden, Head of Special Projects, Nextgen Business Brokers and DCL Aviation Group</i></p>
1030-1100	<p><b>GSE maintenance: Enhancing your OTP by adopting aircraft maintenance methodologies on the apron</b></p> <p>Rodrigo Simões, an experienced maintenance practitioner from commercial aviation, will examine how applying aviation management techniques to GSE could galvanise equipment performance during turnarounds.</p> <p><i>Rodrigo Simões, Aviation Consultant, Solvo Aero</i></p>
1100-1130	Coffee break & Exhibition
1115-1130	<b>Product Demonstration</b>
1130-1200	<p><b>Market focus: ‘Nobody asked us’: the dangers of overlooking ground handlers in new airport development</b></p> <p>A US\$1bn project to equip Santiago International Airport with a new runway, 25 extra gates and the scope to handle 19 million passengers is well underway. But, has anyone involved ground handlers in the conversation and what are the consequences of failing to collaborate properly as a host of new airport developments take shape across the region?</p>

	<i>Eric Hartmann, VP Aviation Services - Latin America, Agunsa</i>
1200-1245	<p><b>Market focus: The Caribbean in crisis?</b></p> <p>Despite rises in air passenger volumes, growth among Caribbean carriers has stalled. This panel will explore the factors and assess how operators can address challenges around competition, monopolies and sourcing experienced, skilled staff.</p> <p><i>Marva Richards, Operations Manager, Airport Services (Antigua);</i></p>
1245-1400	Farewell lunch & close of Exhibition

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