

12th ASIAN GHI CONFERENCE - PROGRAMME

Day One: Tuesday 19th March 2019

0730-1000	Exhibitor setup
1000-1730	Conference registration
1000-1100	Welcome coffee & exhibiton
1030-1730	One-to-One Meetings
1100-1110	12th Asian GHI Conference welcome <i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i>
1110-1230	The GHI Big Debate: How do Asian aviation stakeholders conquer the challenges around skills, infrastructure and collaboration that are crucial to keeping more than three billion passengers flying on time and safely by 2030? Asia tops the analysts' growth charts, with nearly 1.8 billion additional passengers expected to travel by air from the continent over the next two decades. Major hub airport expansions are imminent and new airlines are set to take to the skies. But is the infrastructure on the ground ready for such spectacular growth? GHI research shows local ground service operators severely constrained by a lack of suitably skilled staff and drawn into conflict with carriers and airports, because of congestion related delays. So, how do leading airlines, GSPs and airports come together to improve service co-ordination? What role can automation play in boosting turnaround efficiency? And how do we attract and retain the employee talent that will facilitate the growth? <i>Panellists: Ahmad Luqman Mohd Azmi, Group Chief Operations Officer, Malaysia Airlines, Cem Sensoz, Managing Director of India Ground Handling, Celebi; Chee Hong Tan, Chief Operating Officer, Hong Kong Air Cargo Terminals Ltd (Hactl); Clive Sauve-Hopkins, Group CEO, Aviapartner; Kam Weng Woo, Chief Executive Officer, POS Aviation; Roswitha Becker, Managing Director, Global Load Control; Mohd Nadziruddin Mohd Basri, Chief Executive Officer, AeroDarat Services</i> Have your say on the future. Email max@groundhandling.com
1230-1415	Networking lunch & exhibition
1315-1330	Product Demonstration - E09 – XOPS <i>Presenter: Jean-Francois Bouilhaguet, CEO</i>
1345-1400	Product Demonstration - E24 - dBD Communications dBD Communications is proud to present its latest innovation. Appreciating the importance of operational readiness, the TIGAR product allows for multiple users to communicate wirelessly at the same time. This means that the whole team can communicate whilst roaming freely around the aircraft. We have utilised existing products and created this system so the product readiness state and TRL is very high and that confidence in the system is total. The system is designed to reduce turnaround time by increasing communication connectivity between the ramp, flight deck and gate. <i>Presenter: David O'Connell, Managing Director, dBD Communications</i>
1415-1445	Financial: A FAIR deal on contract negotiation Amid all the talk of a race to the bottom on price and shrinking margins, business consultant Michael Paul Stephens will make the case for a shift to more Focused, Aware, Inclusive and Realistic (FAIR) contract agreements. This more enlightened outlook offers mutual benefits for airlines and GSPs who are geared towards growth, passenger satisfaction, operational efficiency and outstanding safety standards, as the session will explain. But - we can only get there if we're prepared to let go of our egos first. <i>Michael Paul Stephens, Managing Director, Provolution Consultancy Thailand</i>
1445-1530	Interactive workshop: Positive Conflict: dealing with difficult conversations Positive Conflict at Work - Following on from his FAIR Deal presentation, Michael will adopt an interactive approach to help you to create more positive collaboration with your team, your suppliers and your customers. Whether negotiating contracts, coaching individual employees or innovating new solutions with your team, Positive Conflict is a great way for you to reduce ego and judgment while stimulating new ideas for your competitive advantage. <i>Michael Paul Stephens, Managing Director, Provolution Consultancy Thailand</i>
1530-1600	Coffee break & exhibition
1600-1630	Innovation: Automation and the Asian station Asia is synonymous with world-leading robotics and information technology. This session will explore the pioneering smart tech being trialled both on the apron and within front of house ground handling services across the region. We'll be looking to distinguish the truly game changing innovations coming to the ground handling industry from the gadgets. <i>Stephan Castagnetta, Senior Sales & Account Manager - Airport IT, Amadeus</i>

1630-1730	Meet the Airline Speed Networking 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 up to 10 carriers and the chance to swap contact details.
1730-1930	Welcome reception

Day Two: Wednesday 20th March 2019

0830-1700	Conference registration
0830-0900	Welcome coffee & exhibition
0830-1700	One-to-One Meetings
0900-0905	Chairman's welcome <i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i>
0905-0935	Financial: Asian aviation financial analysis: where is the growth greatest? China, Indonesia, India and Vietnam – Asia is home to four of the world's top five fastest growing aviation markets in terms of additional passenger numbers over the next 15 years. In this session, we'll analyse the financial outlook across the region, investigate the big four growth markets, summarise M&A activity and the economic importance of aviation to Asian economies. <i>Edward Clayton, Partner, Strategy&</i>
0935-1010	Financial: Rise of the Tiger – Malaysian aviation growth and making it count Malaysia's aviation market has grown by 50% over the past five years – from 50 million passengers in 2012 to 75 million passengers in 2017. This session looks at the growth story, the ground handling opportunities and how to capitalise. <i>Mohd Nadziruddin Mohd Basri, Chief Executive Officer, AeroDarat Services</i>
1010-1040	Coffee break & exhibition
1040-1115	Asian aviation trailblazers: Quality every time, no matter how busy it gets – the story of Hactl, Hong Kong, Best Station award-winner at GHI's Pride of Ground Handling Awards 2018 Hactl's Hong Kong Station team outperformed global competition to win the Best Station Award at GHI's inaugural Pride of Ground Handling Awards. Attend this session to discover how the team have faced the challenge of a 12% annual rise in handling volumes for five years straight and still delivered less than one delay in 10,000 flights. Discover the secrets to creating a culture of innovation, improvement and staff development that has powered the station to world-class safety scores, low attrition levels - and earned a fan club of airline customers. <i>Chee Hong Tan, Chief Operating Officer, Hong Kong Air Cargo Terminals Ltd (Hactl)</i>
1115-1145	Safety/Just Culture: Having the courage to speak up – encouraging transparency and assertiveness among employees at Asian stations This session will discuss communication styles and cultural differences at Asian stations compared to other regions and how we look to account for the differences when rolling out Just Culture. How do we give our employees the opportunity to challenge accepted practices, when safety could be at risk, and feel confident that they can do so – whatever their seniority – without risk of recrimination? <i>Nick Yeadon, CEO, Air Despatch</i>
1145-1215	Asian aviation trailblazers: The Malaysia Airlines approach to achieving ground handling excellence in Asia This session will explore how Malaysia's flagship carrier is overcoming the challenges of congested skies by working collaboratively with ground service providers in the region. The presentation will examine how ground handling relationships are aligned with key performance indicators around quality, safety and OTP and explore the secrets of a successful, high performance partnership between carrier and handler. <i>Dato Mohd Salleh Ahmad Tabrani, Head Airport Services, Malaysia Airlines</i>
1215-1400	Networking lunch & exhibition
1230-1245	Product Demonstration - E03 - RSMART
1330-1345	Product Demonstration - E44 - Damarel Systems New FiNDnet Shift Optimiser Staff are your best and most costly asset and efficient planning makes a huge difference to financial performance. FiNDnet Shift Optimiser replaces manually intensive systems used to calculate staffing requirements with a fast, integrated and automated solution. Boost your staff productivity and engagement through smarter shifts. The right resource at the right time to meet your airline commitments. <i>Presenters - John Boulton and Paul Bruton</i>
1400-1430	Asian aviation trailblazers: Building a new kind of ground services partnership based on employee engagement and service excellence – the Ground Team Red (SATS) & Air Asia story

	<p>This session will explore how a more progressive, partnership-based approach to ground services has reaped dividends for SATS/Air Asia across the region. The presentation will explore the importance of frontline employee engagement and the Ground Team Red ethos of going the extra mile for airlines and passengers. What impact does this esprit de corps have on KPI metrics like safety/OTP? And how do you create the conditions for a high-performance culture?</p> <p><i>Yacoob Piperdi, Executive President Gateway Services, SATS</i></p>
1430-1500	<p>Article 8: Examining the nuances of the SGHA and consequential losses in action</p> <p>Aviation lawyer, Kate Seaton, examines the intricacies of article 8 of the SGHA, which defines liability and indemnity. Carrier or handling partner – who is responsible for damage, delay or loss of property on the apron? How do we test for negligence or omission of duties by the handling company under Article 8? And is the interpretation consistent across different legal jurisdictions?</p> <p><i>Kate Seaton, Aviation Disputes Lawyer, HFW</i></p>
1500-1530	Coffee break & exhibition
1530-1600	<p>Skills: Hitting back against ground handling skills shortages</p> <p>A lack of skilled staff was named the top operational challenge by Asian ground service providers in GHI research reported at last year’s conference. Quality employees are hard to attract and even harder to keep hold of amid rising workload volumes and stringent cost control. In this session the Northern Light Academy of Aviation and Technology (NAAT) in Nepal will reveal a plan for ground handlers to empower themselves to recruit and retain talented employees. The session will explore the NAAT’s work in recruiting students to ground operations courses and how training qualifications are designed in partnership with airline, airport and ground handling employer.</p> <p><i>Prakash Gaire, Consultant Training, Recruitment and Placement, Northern Light Academy of Aviation and Technology (NAAT)</i></p>
1600-1645	<p>Airlines: Reinventing SLAs and rethinking KPIs to get more out of your ground handler</p> <p>Specialist advice for airline delegates on the potential role GSPs could play in boosting your key performance indicators with a more considered approach to procurement. This session will examine ground service agreements that have led to win:win outcomes for airlines and GSPs in terms of reducing ground damage, boosting OTP/bag offload times and pleasing passengers.</p> <p><i>Kam Weng Woo, Chief Executive Officer, POS Aviation</i></p>
1900-2200	Delegate Dinner

Day Three: Thursday 21st March 2019

0900-0930	Welcome coffee & exhibition
0900-1430	One-to-One Meetings
0925-0930	<p>Chairman's welcome</p> <p><i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i></p>
0930-1000	<p>Safety: 5 tips in establishing a ramp culture where safety is everybody’s responsibility</p> <p>You’ve seen the posters in the crew room and you’ve heard the pep talk about Just Culture, but how do you take safety from a box-ticking exercise into something your frontline personnel truly buy into? Derrick Ogden of JetStar will offer his experiences as a Quality Systems Manager - Ground Operations on the issues of empowerment, reporting near misses and the role of business leaders in making safety a guiding principle.</p> <p><i>Derrick Ogden, Quality Systems Manager - Ground Operations, JetStar</i></p>
1000-1045	<p>Safety: Eliminating ground damage risks from the ground up – the Bangkok Flight Services Tiger Team story</p> <p>Launched in 2015, the BFS Tiger Team have delivered an 86% reduction in ground damage and a 100% increase in the reporting of near misses and incident reporting. All gains have been delivered against the backdrop of a near 50% rise in aircraft volumes. This is the story of how the team have supercharged safety metrics through an ethos of statistical analysis, actively involving frontline employees in improvement activity and then creating defined accountability for implementing new initiatives.</p> <p><i>Nattakarn Somrit, Safety Supervisor & Suttipong Pimthaisong, QA Supervisor, Bangkok Flight Services (BFS)</i></p>
1045-1130	Coffee break & exhibition
1045-1145	<p>Meet the Ground Handler Speed Networking</p> <p>GHI’s Meet the Ground Handler Speed Networking Forum aims to boost your networking opportunities with attending 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 with regional ground handlers and the chance to swap contact details.</p>
1130-1215	<p>GSE: GSE electrification in Asia – are the days of diesel dead?</p> <p>Major Asian airports are investing in electric infrastructure as they bid to reduce emissions and embrace a low carbon future. But what’s the gap between what’s currently in place and the frontline requirements of GSPs</p>

	<p>looking to electric GSE fleets? This session will explore the latest developments and examine the business case for going electric.</p> <p><i>Panellists: Martin Walsted, Area Sales Manager, ITW GSE; Thilo Wiers-Keiser, International Sales & Marketing Director, Mototok; Lars Barsoe, V. P. Sales & Marketing, Vestergaard Company; Scott Munro, Business Development Manager APAC, TCR</i></p>
1215-1300	<p>Interactive workshop: So, you think you know about Article 8?</p> <p>How well do you know one of the most contentious parts of the SGHA? Find out by taking GHI's quickfire quiz and then joining an open floor discussion on liability and indemnity with Kate Seaton, aviation lawyer at HFW.</p> <p><i>Kate Seaton, Aviation Disputes Lawyer, HFW</i></p>
1300-1430	Farewell lunch & close of exhibition

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