



2024 Program

Day 1 | Tuesday

08:30 ARRIVAL, COFFEE, COLLECTION OF BADGES

REGISTRATION

09:00 INTRODUCTION

→ Ice-Breaker Game

09:15 Welcome Note from the Host:

→ GH Operations

→ Resource Efficiency

09:45 **Opening: New Approach to Successful Ground Handling:**

- Ongoing Health Concerns
- Resource Efficiency
- Skill Loss & Collaborative Working
- Process Optimization & Planning
- Acceleration of automation

10:45 **WORKSHOP:** What are the key areas of risk for airports and GSPs when starting up or expanding customer base?

- Getting to know your operations and comparing experiences
- Recruitment and training
- Safety and risk
- Seasonality
- Industry accreditation (ISAGO etc.)
- Key Performance Indicators and Operational Excellence
- Low Cost Approach to Ground Handling
- Planning for success – how to manage the risk?

11:15 *Networking Coffee Break*

11:30 **Latest Updates on Handling Agreements:**

- Standard Ground Handling Agreement (SGHA)
- Service Level Agreement (SLA)

13:00 *Networking Buffet Lunch*

14:00 *From the Expert:* **Procurement Journey:**

- Procurement support to growth
- Procurement of ground handling services
- Process of choosing the handling provider
- Maximizing utilization of resource

15:00 *Networking Coffee Break*

15:20 *Case Study on:* **RfP Management, Contract Costing and Supplier Management:**

- Principals of Request for proposals – Customer and provider perspective
- Industry recognised performance indicators and how to use them
- CAPEX investment & recovery

GROUP WORKSHOP: Reviewing contracts and how to assign them?

17:00 *Welcome Networking Reception*

DAY 2 | WEDNESDAY

08:30 *Arrivals & Coffees*

09:00 **Practical Workshop: Negotiation Technique Skills:**

- Creating confidence and understanding in the art of negotiation
- Learn techniques that can be used in negotiating commercial contracts as both a supplier and a service provider.
- Practical application of bargaining skills, human interaction, reading body language (we can give some examples but they won't have the opportunity to review this in a practical situation within this format), using persuasion.

Practical Exercise: Divided in pairs, you will receive a specific scenario. One will be a Buyer and another one a Seller. Negotiate the best deal in 5 minutes.

10:30 *Networking Coffee Break*

11:00 **Deep-Dive on: Resource Management and Planning:**

- Step by step resource planning process
- Using what we have learned from previous sessions
- Practical exercises in resource planning
- Examples of different operational models
- Automating the system – using software to plan & allocate

13:00 *Networking Buffet Lunch*

14:00 **GSE planning: Demand Planning & Human Resources:**

- Using planning tools to arrive at GSE demand and allocation
- Discussing the profiles of turns
- Operational engagement profiles within a turnround & how to reduce resource demand
- GSE Pooling Solutions

16:00 *Networking Coffee Break*

16:20 **WORKSHOP:** In Groups please work on a resource plan for Front of house staff to work out a roster solution. You are required to look at the outputs and measure if this would save money in your current operations or increase staff retention etc.

17:20 *Farewell Reception* with Certificate Awards & Group Photos

DAY 3 | THURSDAY

09:00 Pick up from hotel & drive to the airport

09:30 Arrival, Health & Safety Briefing

11:00-12:00 Airside Tour, Group Photos & Farewell

