



Sessions will be released on the 29th-30th November

Monday 29th November

- 10.00 Chairman Opening
Chris Notter
- 11.00 **Industry Association – what do ground handlers require to bring ASA to a higher level.**
ASA talks about building a strong association to represent and advocate for the interests of ground services across the world.

Fabio Gamba, Managing Director, Airport Services Association (ASA)
- 13.00 **How does the global ground handling industry need to change?**
Insights on the latest demand and supply and operational developments.

Dieter Bruneel, Director Operations, TUI fly Western Region
- 15.00 **COVID was a shock, we now must live with the continuing impact of the virus.**
How to put this into practice is a challenge. We have two viewpoints on how to overcome these challenges and how to learn from all their experiences

Hussein Sherif, AirCairo, Chairman
Mohamed Hanno, Executive Chairman & CEO, ASE Group

Tuesday 30th November

- 10.00 **What must change? Airports taking the lead. Airport and GHA partnership? Airline selection of airports and GHA.**
- Şerife AKIN, Vice President Procurement, Pegasus Airlines
Mete Erna, General Manager, Havas Ground Handling Co
Geert Aerts, Director Cargo & Logistics, Brussels Airport Company
- 12.00 **What is now expected on digitization and data sharing to ensure operational efficiencies and quality of service delivery?**
How can the collaborative partners work together and influence the outcome?
- Nick Yeadon, CEO, Air Dispatch
Graciela González Cervantes, International Airports Contract Specialist, Aeromexico
- 14.00 **Lessons learnt – challenges overcome, and global respect of the supply chain has heightened our profile.**
what are we now doing to influence, inspire, and introduce better outcomes with consumer needs in mind?
- Olatokunbo Fagbemi, Group Managing Director, nahco aviance
Miguel Gomez Sjunnesson, EVP Europe, Menzies Aviation
Thomas Konietzko, Executive Vice PRESIDENT Sales & Marketing, CELEBI
- 16.00 **Conference Round -up – Chairman Closing**