



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

Monday 29th November

- 10.00 Chairman Opening
Chris Notter
- 12.00 State of the global airline & ground handling industry
Insights on the latest demand and supply and operational developments.
- 14.00 Industry Association – Is what is required for the Ground handlers
ASA and their members talk about building a strong association to represent and advocate for the interests of ground services across the world.

Fabio Gambia, Managing Director, Airport Services Association (ASA)
- 16.00 Developing new routes and ground handling agreements, during COVID-19
The pandemic has significantly disrupted the aviation business with ground handling companies struggling to survive. Airlines and ground handlers talk about how they have coped during the crisis and plans put in place to restart their operations.

Hussein Sherif, AirCairo, Chairman

Mohamed Hanno, Executive Chairman & CEO, ASE Group

Tuesday 30th November

- 10.00 What's changed? Different demands on airports, airlines, and ground handlers.
Getting back to normal Bringing staff back and Training?
Personnel readiness is one of the biggest challenges - return to service, how have airlines, airports, and ground handlers dealt with this.

KamWeng Woo, Advisor, Mentor, Coach on Workforce Competencies to Future Proof Organisations

Mete Erna, General Manager, Havas Ground Handling Co

12.00 Operational efficiency and quality service delivery through innovation and technology with a backup of what's changed? Different demands on airports, airlines, and ground handlers.

Nick Yeadon, CEO, Air Dispatch

Graciela González Cervantes, International Airports Contract Specialist, Aeromexico

14.00 Ground service providers have had to change so much over the last 18 months or so and have shown remarkable adaptability and resilience. Again, what have they learnt from this crisis, and how will the handling of tomorrow differ from what has gone before.

Miguel Gomez Sjunnesson, EVP Europe, Menzies Aviation

16.00 Conference Round -up – Chairman Closing