



Sessions will be released on the 8th – 9th November 2021

### **Monday 8<sup>th</sup> November**

- 09.30 Chairman & Chief Moderator Opening  
Des Vertannes & Chris Notter
- 09.45 Market Forecast: Asia – USA – Middle East – Africa - Europe
- 11.30 Collaboration  
ACI – IATA - ASA
- 13.00 developing new routes and ground handling agreements.
- 14.30 What's changed? Different demands on airports, airlines, and ground handlers
- 16.00 Getting back to normal Bringing staff back and Training?

### **Tuesday 10<sup>th</sup> November**

- 09.30 Operational efficiency and quality service delivery through innovation and technology  
Session 1
- 10.30 Session 2
- 11.30 Session 3
- 12.30 Session 4
- 14.00 Conference Round -up –  
Chairman & Chief Moderator Closing

