

The logo for Ground Handling International features the words "ground" and "handling" in a white, lowercase, sans-serif font, stacked vertically. Below them, the word "INTERNATIONAL" is written in a smaller, white, uppercase, sans-serif font. The entire text is contained within a red speech bubble shape that has a black tail pointing towards the top left. The background of the entire page is a light gray with a pattern of white dots and dashed lines forming a network or grid.

**ground
handling**
INTERNATIONAL

DIGITAL RECONNECT

EVENT GUIDE

1 - 2 DECEMBER 2020

HEADLINE SPONSOR

The AviaPartner logo consists of a series of black diagonal bars of increasing height from left to right, followed by a large, stylized red "AP" monogram. Below the graphic, the word "AVIAPARTNER" is written in a bold, black, uppercase, sans-serif font.

AVIAPARTNER

Past, Present and Future Together we are Stronger



Putting our customers
at the centre of everything
we do in 37 European Airports
across 6 countries.

Offering full Ground-Handling, Cargo, De-icing,
Lounges and Executive Aviation Services.



Welcome

Welcome to GHI's Digital Reconnect, a forum purpose built to foster collaboration among the world's aviation community at this time of crisis.

Over the next few days, GHI Digital Reconnect will offer virtual One-to-One Meeting opportunities, online conference seminars and a platform to deliver our Pride of Ground Handling Awards.

Our goal is to empower stakeholders from all global markets to connect, learn and support one another through the pandemic.

The recent announcement of multiple candidate Covid-19 vaccines means we can all feel just a little more optimistic about our prospects in 2021. While vaccines will not provide an overnight remedy for many aviation businesses, they do at least signal a shift in momentum. The virus has always seemingly been one step ahead of us in 2020: dictating business decisions and recording ever higher incident rates no matter how many lockdowns, masks or social distancing measures we devise.

That changes now. Humanity will be on the offensive and aviation operators across the world will be at the vanguard of vanquishing this virus. We have a pivotal role in ensuring one or more vaccines get to where they are needed most in a secure, safe and efficient manner.

You can hear more about this fascinating challenge at our special Conference seminar on Delivering the vaccine at 0930-1015 on 2 December. Panel members comprising all facets of the supply chain will debate how we prepare for the enormous demand, logistical and resource pressure about to be placed on aviation. One thing is for certain in a very uncertain world: stakeholder collaboration is going to be instrumental to our success.



A big thank you from everyone at GHI for your support with Digital Reconnect and throughout a torrid 2020. Enjoy the next few days and let us all look forward to a very happy new year.

Max Gonseny
GHI Portfolio Director & Conference Chairman

Thank you to our Sponsors

HEADLINE SPONSOR



ONE-TO-ONE MEETINGS SPONSOR



CONTENT SPOTLIGHT SPONSORS



POGH AWARDS SPONSOR



VIRTUAL SUPPORTERS



How the virtual event works

GHI's Digital Reconnect will provide an essential virtual forum for bringing the world's aviation community together to combat the existential threats presented by the coronavirus pandemic.

Over a 2 day period, GHI will provide a combination of One-to-One Networking sessions, keynote content on all the biggest topics facing aviation operators and we will celebrate industry excellence through our Pride of Ground Handling Awards ceremony.

In summary, we want to provide a virtual space where the aviation community can get together and talk business at the end of a traumatic 2020 while honouring the high-quality networking, content and personalisation that GHI prides itself on at our physical conferences.

YOUR PERSONAL PAGE

Once registered, we will send you a link to your personal page. Here you can view the exact delegate list, accept and request meetings and view the content session details as if you were attending a physical conference.

ONE-TO-ONE MEETINGS SERVICE

In the run up to GHI Digital Reconnect, simply log into your personal page to start sending meeting requests. You can add a personal note to each invite, set your preferred meeting length (15, 30 or 55 minutes) and appoint a member of your team to be your meeting coordinator. You have the power to accept, decline and request as many meetings as you like.

From there, GHI's expert team will build your personalised meeting schedule. There is no need for you to arrange your meetings, we will take care of this for you, taking each delegate's time zone into account. Meetings will not overlap with the Content Sessions so that you can take full advantage of everything offered at GHI Digital Reconnect.

CONTENT SESSIONS

Our content sessions will be split into two blocks each day, allowing you to make the most of the sessions, whilst still giving ample time for meetings with other delegates. The key themes of the sessions are Stakeholder Collaboration and Operational Excellence, providing you with a best-practice guide to navigate the post-covid world.

ON THE DAY

Prior to the start of the virtual event, we will send you a personalised meeting and content sessions schedule. This can be accessed on your personal page.

At the time of your meeting, simply click on your individual meeting link to join. Virtual meetings use your internet browser and are hosted in virtual encrypted rooms to ensure privacy.

Content Sessions will be hosted as a webinar, allowing you to view the sessions and ask specific questions to our speakers. If you can't watch the sessions live, these will also be recorded and available on demand.

Our Pride of Ground Handling Awards will broadcast live from GHI's HQ on Tuesday 1 December. We look forward to celebrating the frontline teams and operators who have gone above and beyond to meet the challenges of an exceptionally difficult year.

A state-of-the-art Departure Control System
with the best Total Cost of Ownership in the industry



BEST TOTAL COST
OF OWNERSHIP
IN THE INDUSTRY



LOW COST AIRPORT
CONNECTIVITY MODEL



FAST
IMPLEMENTATION



INTUITIVE &
EASY TO USE



SHORT TRAINING
TIME



WIDE RANGE OF
SELF-SERVICE OPTIONS



WEB BASED
APPLICATION



CONTINUOUS
DEPLOYMENT



GROUND HANDLING
IT SPECIALISTS

Content sessions • Day 1

Programme correct at time of going to press

GHI Digital Reconnect Programme

Day One: Tuesday 1 December 2020 Theme: Stakeholder Collaboration

Time	Session
0700-0945	Virtual One-to-One Meetings
Content Sessions Block One- 0945-1200	
0945-0955	GHI Digital Reconnect Conference welcome <i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i>
0955-1020	Market analysis: Ground Handling Outlook 2021 How quickly will volumes rebound next year? How many operators are planning Covid-surcharges? And what are the investment priorities for station to see them through a transitional year? GHI will report on the findings of an exclusive survey of airlines and ground service providers into their business mood heading into the new year. <i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i>
1020-1100	The Big Debate: 'Where do we go from here?': Establishing a blueprint for aviation's recovery from the Covid-19 crisis Fleets grounded, mass redundancies and our faith in the unstoppable rise in passenger demand shattered. This has been a uniquely devastating year for the aviation community, but what lessons can we take out of the crisis to deliver a more sustainable, resilient, and equitable industry in the future? And how do we make sure our businesses are in better shape for the next time a pandemic strikes? Our panel of industry leaders representing airlines, GSPs, regulators and airports will then share their views on a recovery strategy for the year ahead and how we turn stakeholder collaboration from a principle into standard practice. <i>Panellists: Javed Malik, Group Chief Operations Officer, Air Asia; Kristof Philips, Chief Operating Officer, TCR; Liam Bolger, Head of Airside Operations, London Luton Airport; Matthias Huettner, Senior Vice President Global Operations, Swissport</i>
1100-1120	Stakeholder Collaboration: The end of OTP as we know it? Building the SLA, version 2.0 The coronavirus crisis has rendered most SLAs based on precision turn times and boarding passengers cheek to jowl untenable. This session will be an interactive discussion to explore how airlines and ground handlers should reimagine their business relationships to jointly prosper in the post pandemic age. We'll examine flexible SLAs pioneered during the pandemic and their lasting impact. The session will also address future KPIs, collaborative working, the cost split of implementing Covid-19 compliant ground activity and explore the hidden role of airports in a more harmonious future. <i>Peter Hewett, Aviation Consultant and former Airline Executive at Etihad Airways</i>
1120-1140	Aviation trailblazers: Cash is king, but collaboration is queen – AirAsia vs Covid-19 AirAsia has embraced a spirit of unparalleled teamwork across its aviation supply chain as it looks to strike back against the coronavirus crisis. But what does that 'one team' principle look like in practice for GSP and airport affiliates? This session will explore how AirAsia has twinned a collaborative approach with fast-tracking digital initiatives such as facial recognition boarding robots and autonomous GSE. <i>Javed Malik, Group Chief Operations Officer, Air Asia</i>
1140-1200	Aviation trailblazers: Taking the fight to Covid-19 – the Celebi Aviation story This session will explore the spirit of defiance and solidarity among Celebi Aviation's Istanbul Airport team to overcome the existential threat of Covid-19 this year. The presentation will reveal how Celebi has gone on the front foot to protect passengers and staff with extensive deployment of PPE, social distancing systems and heightened disinfection regimes. Alongside new procedures and equipment: we'll also explore the critical leadership challenges essential to maintaining morale in the face of huge fear and uncertainty caused by the coronavirus pandemic. <i>Funda Eraslan, Global Marketing and Communications Manager, Celebi</i>
1200-1500	Virtual One-to-One Meetings

Content Sessions Block Two - 1500-1730

1500-1540	Market focus: The Americas story – an update from the global region hit hardest by Covid-19 The Americas remains the epicentre of the coronavirus pandemic with its two economic powerhouses – the US and Brazil declaring the highest number of positive cases in the world. Aviation has been hit hard with LATAM Airlines and Avianca both filing for Chapter 11 bankruptcy protection earlier this year and US carriers declaring gargantuan losses. How do we start to rebuild? And does Will CARES Act support in the US, but limited government aid anywhere else, put Latin-based carriers at an unhealthy disadvantage once conditions improve? GHI brings together a selection of leading aviation operators in the Americas to give us their insight. <i>Panellists: Gustavo Di Cio, Director, AbiAx Air Aviation; Raul Barrera, Senior Vice President Sales and Operations Americas, Menzies Aviation; Ruben Atehortua, Director of Cargo Operations, Avianca</i>
1530-1730	Virtual One-to-One Meetings
1540-1600	Stakeholder Collaboration: 'OTP is a misguided measure' - the London Luton Airport story Crowding about 100% OTP is not the object of the game at London Luton Airport. The innovative airport actively discourages overreliance on the measure by resident airlines and instils a focus on teamwork, prompt passenger offloads and turnaround optimisation. This session will explore how this pioneer in stakeholder collaboration sowed the seeds of successful cooperation with initiatives including GSE pooling, a safety stack and passenger steps positioned on the apron to speed offloads. What does it take to turn a disparate array of airport tenants into an aligned team who profit from a more aligned partnership? <i>Liam Bolger, Head of Airside Operations, London Luton Airport</i>
1600-1620	Legal: The Ground Handling Directive: what does the future hold? Aviation leaders have lobbied the EU to relax the Ground Handling Directive during the pandemic to ensure the continuity of critical ground handling services through and beyond the Covid-19 crisis. A group including ASA and ACI Europe have urged emergency contract extensions and the ability to fast-track new handling providers where existing operators enter bankruptcy. Will the policy makers listen? And what changes are likely to the Directive that could ease the financial burden on handlers and preserve critical services? <i>Catherine Erkelens, Founder, Erkelens Law</i>
1620-1640	Contract negotiation: Prisoner's Dilemma – increase your rates now or wait to react to rivals? Ground handlers face some contentious decisions on pricing, SLAs, unpaid invoices and much more as they try and get to grips with a dramatically changed landscape after coronavirus. During this session, Wolfgang Fasching will bring in lessons from Game Theory and the Prisoner's Dilemma to help inform your next move. The psychology tools will show how two parties could both profit by adopting a cooperative approach. But how do we unlearn the hardball tactics of the past? <i>Wolfgang Fasching, Owner, AGORA Consulting</i>
1640-1730	Stakeholder collaboration: Who is going to pay? Finding an equitable agreement between aviation stakeholders for funding the Covid-19 crisis response Volumes are inefficiently low, process complexity has gone off the scale and everybody is trying to keep hold of cash. But if a handler raises prices too high, too soon then will it prove counterproductive by damaging the financial future of airline customers? How do we address the hugely complex and sensitive issue of funding our industry through this tumultuous time in a fair and equitable way? The session will look at flexible SLAs, Covid surcharges and debate the role of airports and government aid. <i>Panellists: Christian Bergfelder, Senior Director Network Airside & Airport Affairs – Europe, DHL; Fabio Gamba, Director General, Airport Services Association (ASA); Thomas Konietzko, Global Sales and Marketing Executive Vice President, Celebi</i>
1730-1800	Pride of Ground Handling Awards Virtual Ceremony
1800-2100	Virtual One-to-One Meetings
Day Two: Wednesday 2 December 2020 Theme: Operational Excellence	

Content sessions • Day 2

Programme correct at time of going to press

0700-0930	Virtual One-to-One Meetings
Content Sessions Block One – 0930-1200	
0930-1015	<p>Pharma: Delivering the Covid-19 vaccine</p> <p>The world waits with baited-breath for the arrival of a Covid-19 vaccine. But once it's here – how are we going to ensure the air cargo supply chain is primed to meet unprecedented demand from all corners of the globe? This session will explore how key industry stakeholders relieve the enormous demand and logistics pressures they will face once a vaccine is approved. The focus will be on delivering a vaccine fast, reliably and fairly. How do we do that through stakeholder collaboration and embracing track and trace technology? The eyes of the world will be on the air cargo industry.</p> <p><i>Panellists: Andrea Bombelli, International Sales & Marketing, Bombelli; Celine Hourcade, Transition Director, The International Air Cargo Association (TIACA); Samuel Speltdoorn, Cargo Business Development Manager, Brussels Airport; Terence Yong, Regional Cargo Development Director, APAC, dnata</i></p>
1015-1035	<p>Legal: adapting the SGHA to the post Covid-age</p> <p>The pandemic has turned everyday aviation practices on their head from aircraft arrival, baggage handling and catering to the prospect of physical distancing during the unloading of cargo holds. How does the SGHA respond to this radical change? Is there a risk of triggering widespread confusion and redtape by creating endless addendums? How do we adapt the cornerstone of handler:airline partnerships to cope with the post-Covid age?</p> <p><i>Peter Coles, Head of Aviation, Asia Pacific, Clyde & Co</i></p>
1035-1055	<p>Cleaning: Exploring innovations for improved and long-lasting hygiene on board</p> <p>Airlines are attempting to reassure passengers and staff that aircraft cabins are as safe as possible during the Covid-19 crisis. A new strategy is presented that aims to reduce the surviving of different germs on high touch areas during more than one year after only one application. The advantage of the presented TiTANO@AIR technology is that it may be administered easily and without the need for a removal of components at any time, to newly produced airplanes as well as to old ones and other highly sensitive areas in airports.</p> <p><i>Dr. Ralph Brückner, Co-founder, Hecosol</i></p>
1055-1115	<p>Automation: Contactless boarding and boosting passenger confidence in the age of Covid</p> <p>A case study presentation looking at the roll out of a contactless boarding device called Sentinel at Bangalore International Airport. The automated unit takes instant temperature checks of passengers with plans to add a rapid Covid-testing function in due course. What have been the challenges of rapid adoption of Sentinel and how can hi-tech systems like this help us rebuild people's confidence in the aviation sector?</p> <p><i>Satyaki Raghunath, Chief Strategy & Development Officer, Bangalore International Airport</i></p>
1115-1200	<p>Sustainability: Can Covid-19 be the great catalyst for a greener aviation age?</p> <p>Lockdowns and travel bans have triggered record breaking drops in CO2 emissions and even the dolphins returning to the waterways of Venice. As operations return, our sector will come under enormous pressure not to undo the good work. So what opportunities are there to use the pandemic as the primer for creating a more sustainable industry? Could government aid, for example, be twinned with requirements to implement of greener aviation practices in return? What can we do now to advance the adoption of sustainable aviation fuels, reduce fuel burn on the ground and embrace electric/bio-fuel powered GSE?</p> <p><i>Panellists: Helmuth Von Grolman, CEO, Colibri Energy; Jelmer Melissen, CTO, Viggo; Lars Barsoe, VP Sales & Marketing, Vestergaard Company</i></p>
1200-1500	Virtual One-to-One Meetings
Content Sessions Block Two – 1500-1715	

1500-1535	<p>GSE Focus: Developing a smarter equipment strategy</p> <p>From longer aircraft ground times to equipment disinfection and cleaning strategies – the GSE demands facing stations have seen sweeping change. This session will offer hints on tips to ground handlers on how to adapt their equipment strategies to cope. On the agenda will be automation solutions, finance options to cope with erratic flight schedules; and the latest innovations coming from manufacturers to help their customers rise to the challenges of Covid-19.</p> <p><i>Panellists: Brad Compton, Director of Sales, Textron GSE; Jelmer Melissen, CTO, Viggo; Stelton Powell, Director of Engineering, Textron GSE</i></p>
1535-1605	<p>Cargo: The Great Air Cargo Opportunity</p> <p>With PAX traffic falling by 90% or more during the pandemic and belly space constrained by erratic restart schedules – cargo capacity is struggling to match demand. This session will examine the opportunities for the entrepreneurial to capture some desperately needed revenue from the cargo market during the Covid-19 crisis and beyond. Topics will include:</p> <ul style="list-style-type: none"> • The freighter conversions market: the impact of Covid-19. • Temporary cabin conversions, the air cargo capacity crunch and how to capitalise. • GSE for cargo handling. • IT, load-planning and software solutions. <p><i>Panellists: Benoit Dumont, CEO, Unilode Aviation Solutions; David Bunting, Managing Director- EMEA, JBT Aerotech; Robert Fordree, Executive Vice President – Cargo, Menzies Aviation; Steven Polmans, Chairman, The International Air Cargo Association</i></p>
1530-1730	Virtual One-to-One Meetings
1605-1645	<p>Digitisation/Automation: how automation and new tech can help your operation overcome the challenges of the pandemic</p> <p>In a matter of weeks, Covid-19 shook up the tried and tested ground handling processes of the past 30 years. GHI brings together a panel of technology specialists to assess the opportunities for digitisation, automation and process innovation arising from unprecedented change at our stations. Which technologies (AI, robotics, contactless boarding, big data, IOT) can we turn to help us manage the challenges of distancing, passenger/staff safety while maintaining expected OTP? And, how do we finance the adoption of new technologies during these cash constrained times?</p> <p><i>Panellists: Ekkehart Vetter, CTO, Inform; Jan Willem Kappes, Director Business Development EMEA & APAC, Assaia International AG; Michael Gassner, Head of Aviation Management, Stuttgart Airport</i></p>
1645-2100	Virtual One-to-One Meetings

Speakers



ANDREA BOMBELLI
International Sales & Marketing
Bombelli



BENOIT DUMONT
CEO
Unilode Aviation Solutions



BRAD COMPTON
Director of Sales
Textron GSE



CATHERINE ERKELENS
Founder
Erkelens



JAN-WILLEM KAPPES
Director Business Development
EMEA & APAC
Assaia International AG



JAVED MALIK
Group Chief Operations Officer
AirAsia



JELMER MELISSEN
CTO
Viggo



KRISTOF PHILIPS
Chief Operating Officer
TCR



CELINE HOURCADE
Transition Director (Consultant)
The International Air Cargo
Association (TIACA)



CHRISTIAN BERGFELDER
Senior Director Network Airside
& Airport Affairs - Europe
DHL



DAVID BUNTING
Managing Director - EMEA
JBT Aerotech



EKKEHART VETTER
CTO
Inform



LARS BARSOE
VP Sales & Marketing
Vestergaard Company



LIAM BOLGER
Head of Airside Operations
London Luton Airport



MATTHIAS HUETTNER
Senior Vice President Global
Operations
Swissport



MICHAEL GASSNER
Head of Aviation Management
Stuttgart Airport



FABIO GAMBA
Director General
Airport Services Association
(ASA)



FUNDA ERASLAN
Global Marketing &
Communications Manager
Celebi



GUSTAVO DI CIO
Director
Abiax Air Aviation



HELMUTH VON GROLMAN
CEO
Colibri Energy



NEIL PRITCHARD
Head of Ops Transformation &
Ground Handling



PETER COLES
Partner
Clyde & Co



PETER HEWETT
Aviation Consultant



DR. RALPH BRÜCKNER
Co-founder
Hecosol

Speakers



RAUL BARRERA
SVP Sales & Commercial
Operations Americas
Menzies Aviation



ROBERT FORDREE
Executive Vice President - Cargo
Menzies Aviation



RUBEN ATEHORTUA
Director Cargo Operations
Avianca



SAMUEL SPELTDORN
Cargo Business Development
Manager
Brussels Airport



SATYAKI RAGHUNATH
Chief Strategy & Development Officer
Bangalore International Airport



STELTON POWELL
Director of Engineering
Textron GSE



STEVEN POLMANS
Chairman
The International Air Cargo
Association (TIACA)



TERRANCE YONG
Regional Cargo Development
Director, APAC
dnata



THOMAS KONIETZKO
Global Sales & Marketing
Executive Vice President
Celebi



WOLFGANG FASCHING
Owner
Agora Consulting



This year's awards placed special emphasis on showcasing the role of frontline teams in helping battle the coronavirus pandemic.

More than 120 entries were received from stations across the globe from Lima to Liege and detailed innovations to keep passengers Covid-safe and ensure the supply of PPE to pandemic hit hotspots. Judges praised the exceptional efforts demonstrated by stakeholders in extremely challenging circumstances in 2020.

Our Judges said:
“Almost all entrants have performed going way beyond ordinary dealing with something no one could have predicted. Every one of the entrants displays a winning attitude, impressive creativity, and admirable passion for their job.”

The winners of GHI's Pride of Ground Handling Awards will be announced on 1 December at a special online ceremony taking place as part of GHI's Digital Reconnect event. [Register for the free live stream.](#)

THE SHORTLIST

UN Sung HERO AWARD

1. Asaad Gerges Shenouda, National Aviation Services
2. Li Jia Meng, Beijing Aviation Ground Services (BGS)
3. Marta Gawecka, LS Airport Services
4. Mukhtar Ahmed & Shaikh Arshad Ali, Qatar Aviation Services
5. Team Mumbai, CELEBINAS Airport services India Pvt

RAMP SAFETY AWARD

1. Danilo Prata, Swissport Brazil
2. Frank Martin Pretorius, National Aviation Services
3. Mark Kerins, Stobart Aviation Services
4. Menzies Aviation Risk Team, Smart App
5. Tomasz Kowal, LS Airport Services

HANDLER-AIRLINE INNOVATION AWARD

1. Gerry's dnata, Muhammad Maaz Khan, Pakistan
2. National Aviation Services, Kuwaitmosafer.com
3. National Aviation Services, Turnaround Coordinator (TRC) App
4. PT Jasa Angkasa Semesta (JAS), ASA Mobile App
5. SATS, Transit/Transfer Operations during COVID-19 pandemic, Singapore
6. Swissport Brasil LTDA, Claudinei Fernandes de Paula

GSE INNOVATION AWARD

1. Celebi, TaxiBot, Smart Taxiing Solutions
2. dnata & JBT Aerotech, Cargo Chute
3. dnata, Rolox (Robert Powell)
4. dnata, Sustainable taxiing by use of Taxibot, Schiphol
5. FAST Global Solutions, AlphaCart
6. Qatar Aviation Services, QAS UV Disinfection in partnership with Honeywell & Qatar Airways

BEST CARGO HANDLING OPERATION AWARD

1. Celebi Aviation Holding, Delhi Airport, Celebi Delhi Cargo India
2. dnata, Singapore
3. SAASA, Lima
4. SATS, Singapore
5. Worldwide Flight Services (WFS), Spain

BEST STATION AWARD

1. Beijing Aviation Ground Services (BGS), Beijing
2. dnata, Singapore
3. Iberia Airport Services, Madrid
4. Link Aero Trading Agency, Cairo
5. Qatar Aviation Services, Doha
6. Swissport Argentina, Ushuaia

Thank you to our Sponsors

HEADLINE SPONSOR



ONE-TO-ONE MEETINGS SPONSOR



CONTENT SPOTLIGHT SPONSORS



POGH AWARDS SPONSOR



VIRTUAL SUPPORTERS

