



20-23 MARCH 2012  
Shangri-La Hotel  
Bangkok, Thailand

## 5th Asian Ground Handling International Conference

### Financial overview

A look at the short and longer term trends that will affect the regional and global handling business.

### Crisis management

What emergency contingency plans should handlers have in place?

### The GHA / airline relationship

Should we be considering a different approach to this traditional working relationship?

### Is it time to learn how to say no?

With airlines' increasing use of procurement methods that seem to be disconnected with operational reality, how should GHAs handle these negotiations?

### Does handling LCCs lead to low cost handling?

How can the GHAs retain their fair margins yet adapt their operation to the ever increasing number of LCCs?

### Passenger handling: human check-in a diminishing need?

What role will the GHA play in passenger handling going forward? A look at the new challenges ahead.

### The airport operator / ground handler relationship

One of the region's largest airport operators examines how to maximise this sometimes difficult relationship to the mutual benefit of both parties.

### Open Panel Debate

An opportunity to debate key industry issues with a panel of senior representatives from airlines, airports, ground handlers and industry associations. Safety, ISAGO & IGOM will be discussed.

### Cargo panel session

A chance to discuss the current challenges affecting cargo handlers including EDIfly, smart card and GACAG.

### Training Day

An introduction to Safety Management Systems

There are many different versions of safety management systems applied across the aviation industry but how do you establish, manage and continue to improve your SMS?

## SPONSORS



# 5th Asian Ground Handling International Conference

## PRE-CONFERENCE - 20th March 2012

1000 – 1600	<b>Asa Board Meeting, The Boardroom Suite, Shangri-La Wing, The Garden Rooms Level 1</b>
1500 - 1630	Registration for workshop attendees, coffee & Table-top Exhibition for GSE & IT Procurement directors in Ballroom Foyer & Ballroom II-III, Shangri-La Wing, Lobby Level
1630 - 1715	First workshop session, The Valley room I-II & The Study, Shangri-La Wing, Level 1
1715 - 1745	<b>Coffee break &amp; Table-top Exhibition in Ballroom II-III, Shangri-La Wing, Lobby Level</b>
1745 - 1830	Second workshop session, The Valley room I-II & The Study, Shangri-La Wing, Level 1
1830 - 2200	Official Registration, Networking Party & Table-top Exhibition in Ballroom Foyer & Ballroom II-III, Shangri-La Wing, Lobby Level

## DAY ONE - 21st March 2012

0830 - 0915	<b>Registration, Coffee &amp; Table-top Exhibition in Ballroom Foyer &amp; Ballroom II-III, Shangri-La Wing, Lobby Level</b>
0915 - 0930	<b>Conference Chairman's Welcome Message</b> <i>Tim Ornellas, Publisher, Ground Handling International</i>
0930 - 0955	<b>Financial overview</b> What's happening in the market? How are handlers valued and what has happened recently on the M&A front? <i>Brendan Sobie, Senior Analyst, CAPA Centre for Aviation</i>
0955 - 1020	<b>The ground handler/ airline relationship</b> Should we be considering a different approach to this traditional working relationship? <i>Javed Malik, Director Service Delivery - Operations, Bangkok Flight Services</i>
1020 - 1045	<b>Is it time to learn to say no?</b> With airlines' increasing use of procurement methods to purchase handling services that seem to be disconnected with operational reality, how should GHAs handle these negotiations? <i>Phil Bowell, MD, PJB Consulting</i>
1045 - 1100	Panel discussion
1100 - 1200	<b>Coffee and Table-top Exhibition in Ballroom II-III, Shangri-La Wing, Lobby Level</b>
1200 - 1300	<b>Cargo Panel Session</b> Is the handling of cargo becoming more demanding and less attractive financially? Can IT change the way we handle cargo? Will EDIfly save money? What about GACAG? These, and any other key topics, will be debated and discussed by a panel of industry experts representing all the stakeholders in the cargo chain. <i>Chaired by: John Batten, EVP Global Cargo, Swissport International.</i> <i>Panel Members &amp; speakers include: Henrik Ambak, VP, Head of Ground Services &amp; Commercial IT, Cargolux Airlines; Lilian Chan, Executive Director, Hong Kong Air Cargo Terminals Limited (Hactl); Marcel Hoiting, Business Development Director, Cargonaut</i>
1300 - 1415	<b>Lunch &amp; Table-top Exhibition in Ballroom II-III, Shangri-La Wing, Lobby Level</b>
1415 - 1600	<b>Open Panel Debate: Focus on safety and training</b> An opportunity to discuss industry issues and concerns with a panel of industry experts made up from handlers, regional airlines and LCCs. Safety, ISAGO and IGOM will all feature.
1600 - 1700	<b>Pre-dinner cocktail and light refreshments in Ballroom II-III, Shangri-La Wing, Lobby Level</b>
1700 - 1800	At delegates' leisure
1800 sharp	Rice Barges depart from the hotel pier. Cocktail cruise to Supatra River House.
1830 - 2230	Delegate Dinner
2230	Rice Barges return to hotel

# 20-23 MARCH 2012

## Shangri-La Hotel

### Bangkok, Thailand



#### DAY TWO - 22nd March 2012

- 0845 - 0930 **Coffee & Table-top Exhibition in Ballroom II-III, Shangri-La Wing, Lobby Level**
- 0930 - 0940 **Chairman's opening remarks**
- 0940 - 1005 **Crisis management**  
What emergency contingency plans should handlers have in place?  
*John Bailey, Associate Director, Crisis Communications, Kenyon International Emergency Services*
- 1005 - 1030 **Does handling LCCs lead to low cost handling?**  
How can GHAs retain their fair margins yet adapt their operation to the ever increasing number of LCCs?  
*Tassapon Bijleveld, Chief Executive Officer, Thai AirAsia Co Ltd*
- 1030 - 1040 Panel discussion
- 1040 - 1130 **Coffee and Table-top Exhibition in Ballroom II-III, Shangri-La Wing, Lobby Level**
- 1130 - 1155 **Passenger handling: is human check-in a diminishing need?**  
What role will the GHA play in passenger handling going forward? A look at the new challenges ahead.  
*Yannick Beunardeau, Commercial Director Airport Solutions, Airlines Business Grp, Amadeus*
- 1155 - 1220 **The airport operator / ground handler relationship**  
One of the region's largest airport operators examines how to maximise this sometimes difficult relationship to the mutual benefit of both parties.  
*Ashwani Khanna, Vice President, Delhi International Airport*
- 1220 - 1235 Panel discussion
- 1235 - 1245 **Chairman's closing remarks**
- 1245 - 1400 **Lunch & Table-top Exhibition in Ballroom II-III, Shangri-La Wing, Lobby Level**
- 1400 - 1630 One-to-One meetings
- 1630 - 1730 Farewell Cocktail Party & close of exhibition
- 1815 Transfer to MBK Center & visit the famous 'Patpong' night market

#### DAY THREE - 23rd March 2012 - SMS (Safety Management Systems )

- 0800 - 0900 **Coffee & Registration at The Tea Lounge, Shangri-La Wing, Level 1**
- 0900 - 1230 **Training Day – SMS (Safety Management Systems)**  
**The Study, Shangri-La Wing, Level 1**  
An introduction to Safety Management Systems.  
There are many different versions of safety management systems applied across the aviation industry but how do you establish, manage and continue to improve your own SMS?  
*Colin Temple, Independent Airport Services Advisor*
- 1230 - 1330 **Lunch at NEXT2, By the River**

#### DAY THREE - 23rd March 2012 - City Tour (there will be two groups)

- 0900 - 1300 Explore Bangkok, visit to the Grand Palace & Wat Pho – morning group
- 1400 - 1800 Explore Bangkok, visit to the Grand Palace & Wat Pho – afternoon group

# CONFERENCE INFORMATION

## THE VENUE

For this year's event we have selected a truly exotic location: that of Bangkok. The conference will be held at the prestigious five star Shangri-La Hotel. Bangkok is known to the Thais as "Krungthep", which means the City of Angels, and the city was originally founded in 1782. Today it continues to impress visitors from around the globe with its unique beauty and contrast of old and new. Despite being a modern city full of life, traditional Thai culture has never lost its charm in the midst of Bangkok's fast growing urbanisation and busy lifestyle. We firmly believe that this is a venue you will not want to miss!

## FEES

The full delegate fee is €1600. This includes four days' conference participation, a full set of conference papers, service provider workshops, scheduled one-to-one meetings (inclusive of meeting room) and the Safety Management Systems Training Day on 23 March, as well as lunches, coffee breaks, airport transfers, the Networking Party, an invitation to the Delegate Dinner and the city tour.

## WHO SHOULD ATTEND

The Ground Handling International conferences are specifically designed to bring senior industry executives together to exploit networking opportunities and to discuss major industry issues. If you are part of the international ground handling community, responsible for airline ground handling decision making or a supplier of services or equipment to the ground handling industry, you should attend.

## HOTEL

Hotel accommodation is not included in the delegate fee. Information about special rates at the Shangri-La Hotel will be provided in the booking confirmation email.

## CANCELLATION

Returning our booking form constitutes an agreement. Cancellation will incur the following charges:

Cancellation after confirmation:	10% of the delegate fee
6-12 weeks prior to event:	50% of the delegate fee
Less than 6 weeks/no show:	100% of the delegate fee

For more information please contact Jean Ang Tel: +44 1892 839203 • Fax: +44 1892 839210 • email: jean@groundhandling.com

## DELEGATE BOOKING FORM:

GH02

<input type="checkbox"/>	WE WISH TO REGISTER THE FOLLOWING DELEGATE (Please copy the form and send one form for each individual delegate)		
<input type="checkbox"/>	PLEASE SEND ME MORE INFORMATION ON:	<input type="checkbox"/> SPONSORSHIP PACKAGES	<input type="checkbox"/> TABLE TOP STANDS <input type="checkbox"/> <small>Please select as applicable</small>
Title	Mr/Mrs/Miss/Dr	<input type="text"/>	
First name	<input type="text"/>	Surname	<input type="text"/>
Job title	<input type="text"/>		
Company	<input type="text"/>		
Address	<input type="text"/>		
City	<input type="text"/>		
Postcode	<input type="text"/>	Country	<input type="text"/>
Tel no	<input type="text"/>	Fax no	<input type="text"/>
Mobile no	<input type="text"/>		
Email	<input type="text"/>		

## PAYMENT METHODS

<input type="checkbox"/> Please charge my credit card	<input type="checkbox"/> Please invoice me	<input type="checkbox"/> Bank transfer
<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard	<input type="checkbox"/> AMEX
Card No:	<input type="text"/>	Account name: Ground Handling Events
Card holder name:	<input type="text"/>	Sort code: 40-05-15
Expiry date:	<input type="text"/>	Swift code: MIDLGB22
Card security code:	<input type="text"/>	Acc no: GB02 MIDL 4005 1557 3674 92
<small>Visa/Master - 3 digits on the back of card; AMEX - 4 digits on the front of card</small>	<input type="text"/>	Bank: HSBC, 11 Commercial Road, Paddock Wood, Kent TN12 6EN, UK
		<input type="text"/>
		Signature