

5th African GHI Stakeholders' Conference Programme

Pre-Conference: Monday 16 September 2019

1700-1800	Exhibitor Set up
1700-1900	<p>Conference Welcome Reception</p> <p>GHI invites you to start the conference in style by enjoying a welcome cocktail and the chance to meet with arriving delegates in the beautiful poolside area of the Safari Park Hotel.</p>

Day One: Tuesday 17 September 2019

0730-0830	Exhibitor Set up
0830-1730	Delegate Registration
0830-0930	Welcome Coffee and opening of the Exhibition
0930-0935	<p>Conference Welcome</p> <p><i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i></p>
0935-1100	<p>The GHI Big Debate: No more tears for Africa – How do we stop protectionism, fragmentation and politics led by self-interest scuppering a once in a lifetime aviation growth opportunity for Africa?</p> <p>With plans for a single African sky stalling and the continent flatterring to deceive against buoyant growth forecasts, GHI will task key aviation leaders with going back to the drawing board on a pan-African aviation growth blueprint. The session will explore why good intentions for African aviation keep going astray, reimagine airline:GSP relationships and look at the role of leadership and culture change in enabling a brighter future. This interactive session will task delegates with coming up with some key enablers for change and deliver the recommendations to the African Union, the organisation behind the Single African Air Transport Market Agreement.</p> <p><i>Panellists: Gordon Anyimu, Head of Ground Services, Kenya Airways; Christophe De Figueiredo, Chief Executive Officer Morocco, Swissport; Mohamed Hanno, Group Executive Chairman - Egypt, Morocco, UAE, ASE Group, Jonny Andersen, CEO, Kenya Airports Authority</i></p>
1100-1130	Coffee break, Exhibition and One-to-One Meetings
1115-1130	Exhibitor Product Demonstration
1130-1200	<p>Policy: No country left behind – connectivity in Africa and the future of regulation</p> <p>This session will explore ICAO's 'No Country Left Behind' initiative and its role in ensuring co-ordinated pan-African aviation growth. The talk will examine how ICAO Standards and Recommended Practices (SARPs) are being implemented across the continent and the mechanism for ensuring that SARP compliant countries are sharing their best practice with those nations who still have much to do to achieve safety and security standards.</p> <p><i>Elisha Omuya, Regional Officer, Aerodrome and Ground Aids, International Civil Aviation Organisation (ICAO)</i></p>
1200-1230	<p>Finance: The Single Air Transport Market Agreement – is Africa ready?</p> <p>From Senegal and Ghana in the West to Rwanda and Malawi in the East: the session will identify the potential for a single, liberalised African sky. What have been the barriers to openskies and how do we address them. The session will also identify the immediate growth hotspots across Africa.</p> <p><i>James Mwendia, Consumer Industry Leader, Deloitte East Africa</i></p>
1230-1300	<p>African aviation trailblazers: Winning new airline business with a world-class safety culture – the Swissport Maroc story</p> <p>A strong emphasis on employee involvement in safety activity has seen Swissport Maroc decrease injuries by 50%, earn airline buy-in and notch up one of the top OTP scores in the Swissport network. This session will explore the performance enhancing power of a series of safety days held at Moroccan stations, which involved not just handling teams but airlines, CAA, the airport and contractors. The all-encompassing training included leadership, stress management, GSE accident prevention and cross collaboration with airlines like easyJet.</p> <p><i>Hind Medkouri, Director Health and Safety, Quality & Environment and Christophe De Figueiredo, Chief Executive Officer Morocco, Swissport</i></p>
1300-1430	Lunch, exhibition and One-to-One Meetings
1315-1330	Exhibitor Product Demonstration
1400-1415	Exhibitor Product Demonstration
1430-1500	<p>African aviation trailblazers: 'So you want to be station leader?' The NAS development plan in Africa</p> <p>How National Aviation Services (NAS) nurtures local talent to lead its ever-expanding African network. This session will explore the recruitment and training process that ensures NAS cultivates leaders who'll drive performance, safety and passion from frontline station teams. The speaker will explore the balance between technical prowess and man management skills in the make-up of a station leader.</p> <p><i>Cisse Abdoulaye, Group COO - Ground Handling & Cargo Management, National Aviation Services</i></p>

1500-1545	<p>The GHI Big Debate: The great African cargo opportunity</p> <p>From fine coffee beans grown in Kenya's high plateaus to exotic saffron from Talouine, Africa is a continent ripe for shipping world-renowned products through air transport. But, tit-for-tat taxation is putting the handbrake on Africa's cargo opportunity, with figures showing it's cheaper to deliver flowers to West Africa through Europe than direct from Kenya. Why does Africa have the least inter-continental trade of any continent and how could the entire community profit from a more coherent cargo air policy?</p> <p><i>Panellists: Cisse Abdoulaye, Group COO - Ground Handling & Cargo Management, National Aviation Services; Meshack Kipturgo, MD, Siginon Group; Jeroen de Clercq, Vice President, Sub-Saharan Africa & Israel, Swissport. Further panellists to be announced</i></p>
1545-1615	Coffee break, Exhibition and One-to-One Meetings
1600-1615	Exhibitor Product Demonstration
1615-1700	<p>Safety: The GHI Big Debate: ISAGO in Africa – is it the right mechanism to improve ramp safety for all?</p> <p>The IATA Safety Audit for Ground Operations (ISAGO) offers an international recognised safety quality seal for African stations. So, what is the uptake here among African operators, what does ISAGO compliance involve in terms of activity and cost and will it really pay off in terms of winning new airline customers?</p> <p><i>Lead presenter: Emmy Letting, ISAGO Lead Auditor and member of IATA Charter of Professional Auditors. Panellist: Dawit Lemma, Founder and CEO, Krimson Aviation. Further panellists to be announced</i></p>
1700-1745	<p>Innovation: Quality Cost Performance Index (QCPI) and what it can do for you</p> <p>QCPI is measure of the financial effectiveness and efficiency of your business. This session will explain how the methodology can be applied within aviation and was used on an airline in Kenya to demonstrate huge savings with corresponding boosts in quality output. Other case study examples will show how GSPs uncovered a 66% loss of revenue through supply chain and related process malfunctions and generated savings of above \$10m.</p> <p><i>Brenda Aremo-Anichini, Co-Founder & Managing Director and Maurizio Anichini, Co-Founder and Chairman, Twiga Aero; Bakari Abubakar, Advisor, Frontier Innovative Solutions</i></p>
1930-2200	<p>Delegate Dinner</p> <p>Join us at the Nyama Choma Ranch for a delicious traditional buffet dinner served in the local style. After dinner we will be entertained by the Safari Cats Dancers and Acrobats, a colourful fusion of African cultural and classic dance featuring some spectacular acrobatics and drumming.</p>

Day Two: Wednesday 18 September 2019

0830-0900	Welcome Coffee, Exhibition and One-to-One Meetings
0900-0905	<p>Conference Welcome to Day Two</p> <p><i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International</i></p>
0905-1030	<p>Exclusive industry summit: 'What Airlines want in Africa'</p> <p>Amid ongoing complaints of contract margin squeeze and cost is king procurement policies, GHI invites a cross section of Africa's biggest airline operators to talk candidly about their business pressures in a notoriously hostile market. Is there an opportunity for handlers to help offset some of these overheads through more collaborative partnerships? How might a new generation of SLAs take shape? And, how do we – the ground handling community – make a compelling case to carriers on total cost of service rather than doing it for US\$100 less than our nearest rival?</p> <p><i>Panellists: Gaoussou Konate, Consulting Director Technical and Operations, African Airlines Association (AFRAA); Tom Ogendo, Head of Passenger Services and Ground Handling, Kenya Airways; Mpho Phillip Sekhamane, Head Global Operation Control Centre, South African Airways. Further panellists to be announced</i></p>
1030-1100	Coffee break, Exhibition and One-to-One Meetings
1045-1100	Exhibitor Product Demonstration
1100-1130	<p>African aviation trailblazers: The Kenya Airways story</p> <p>How does Kenya's flagship carrier instil OTP, safety and quality with its ground service partners in Africa? The session will explore the role of ISAGO in driving excellence and how the business' values of integrity, trust and respect are upheld amid the pressure of achieving OTP.</p> <p><i>Captain Paul Njoroge, Director of Operations, Kenya Airways</i></p>
1130-1200	<p>Stakeholder collaboration: Collaboration to initiate faster growth in Africa for the benefit of the travelling public and all aviation stakeholders</p> <p>Government subsidised national carriers, tit-for-tat taxation and lack of reciprocity on visas – how do we change the prevailing culture in Africa from all about 'me' to more about 'we'? This session will detail the benefits of interdependence between African markets, highlight some pioneering examples and identify the processes that will bring about a shift in mindset.</p> <p><i>Gaoussou Konate, Consulting Director Technical and Operations, African Airlines Association (AFRAA)</i></p>

1200-1245	<p>Interactive workshop: Practical ways to boost stakeholder partnerships in Africa</p> <p>This session will invite delegates to form mixed working groups and identify the common flashpoints between airport stakeholders at African airports. This will range from better communication between flight deck and ramp crew during turnaround to involving all parties in airport infrastructure redevelopment. Groups will be challenged with going back to the drawing board and identifying a smarter way of working.</p> <p>Facilitators: <i>Max Gosney, Portfolio Director & Conference Chairman, Ground Handling International & Dawit Lemma, Founder and CEO, Krimson Aviation</i></p>
1245-1400	Lunch, Exhibition and One-to-One Meetings
1300-1315	Exhibitor Product Demonstration
1330-1345	Exhibitor Product Demonstration
1400-1445	<p>Airports: The unique challenges of the African airport</p> <p>An airport operator's perspective on market challenges in Africa and the latent opportunities to work more collaboratively with ground service providers to improve on-time departures, passenger experiences and ground equipment utilisation. The session will also explore the latest developments in airport infrastructure in Africa and the importance of involving stakeholders in premises improvements at the planning stage.</p> <p><i>Jonny Andersen, CEO, Kenya Airports Authority</i></p>
1445-1515	Coffee break, Exhibition and One-to-One Meetings
1515-1545	<p>Safety: 10 steps to a mature safety culture in Africa</p> <p>From anonymous reporting of near miss incidents to the growth of professional safety accreditation schemes in Africa: this session will invite Dawit Lemma a ground handling business leader based in Ethiopia to outline 10 key steps to enhancing safety culture on the apron.</p> <p><i>Dawit Lemma, Founder and CEO, Krimson Aviation</i></p>
1545-1615	<p>The GHI Big Debate: GSE – improving equipment performance and reliability on the African apron</p> <p>Last year's conference heard horror stories of stations waiting months for replacement parts on broken down high loaders and tugs. So, what is the situation with GSE service, maintenance and sales in Africa? What are the unique demands for equipment on the African nation? Why are there such lengthy supply times on parts and what can stakeholders do to build a better future for all?</p> <p><i>Bob Gurr, VP Commercial, Swissport; David Bunting, Regional Director – EMEA, JBT Aerotech. Further panellists to be announced.</i></p>