

**World Cargo Symposium 2010: Bounce Back – Rebuild for the Future**

**Benefits of the IATA Cargo initiatives for Ground Handling Agents**  
**“How can the Ground Handling Agents benefit from the IATA Cargo initiatives such as e-freight, Cargo 2000 to reduce costs, increase benefits and so rebuild the future”**

**March 08 – March 11, 2010**  
**Vancouver, Canada**

**March 10, 2010**

1400 – 1405

**CHAIRMAN OPENING REMARKS**

**Mr. Jean-Luc Paiement – President and Chief Executive Officer, Handlex**

1405 – 1420

**WELCOME ADDRESS**

**Mr. Maurizio ANICHINI, Manager, Airport & Inflight Services, IATA**

What is the IATA Cargo agenda?  
What is the impact of the IATA Cargo Agenda on GHAs?  
Are we involving enough GHAs on the IATA cargo side?

1420 – 1510

**CAN THE GHA'S WORK IN AN E-FREIGHT ENVIRONMENT?**

**Moderator: Mr. Guillaume Drucy – Head of IATA Cargo Business Development and Performance**

Mr. Kenneth Bell – Director, Service Delivery, HACTL  
Mr. Amar More – Global Head - Logistics Practice, Kale Consultants  
Mr. Neill Meier – Director Cargo Services (Americas), Servisair LLC (USA)

What is the status of IATA e-freight and are GHAs involved?  
How to work in an e-freight environment?  
Are there any benefits or concerns for the GHAs?  
How to be involved in e-freight and what are the costs?

1510 – 1600

**CAN THE GHA'S HELP THE INDUSTRY TO IMPROVE QUALITY?**

**Mr. Alan Wright – Global Cargo Network Development, Swissport**

What defines quality within the air cargo industry?  
What part does Cargo 2000 play and what is the status?  
Is quality measured enough and what are the benefits?  
Key Performance Indicators and the balanced scorecard  
Case Study - Poor Quality turned around  
Swissport Formula Initiative

1600 – 1700

*Networking break*

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1700 – 1750

**IS THE ROLE OF THE GHA’S CHANGING?**

**Moderator: Mr. Michael Webber President, Webber Air Cargo, Inc.**

Mr. Andres Vazquez - Cargo Business Manager, Talma Menzies SA  
Mr. Robert Brown - General Manager International, Australian Air Express  
Mr. Paul Keery – Swissport, Toronto

What is the role of the GHAs within Cargo?  
How can the GHAs be better involved in the IATA Cargo initiatives?  
Can the GHAs reduce their costs as well as increase their margin?  
How can the GHAs provide new services e.g. advance cargo information?

1750 – 1800

**CHAIRMAN CLOSING REMARKS**

**Mr. Jean-Luc Paiement – President and Chief Executive Officer, Handlex**