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| 08:30 H – 09:00 H | CHECK-IN & REGISTRATION |
| 09:00 H – 09:15 H | OPENING NOTE <ul style="list-style-type: none">• Luc TYTGAT, Strategy & Safety Management Director @ EASA |
| 09:15 H – 10:15 H | 1: MANAGEMENT SYSTEM <p><i>Presentation of the Concept Paper:</i></p> <ul style="list-style-type: none">• Nicolas TURCOT, French Civil Aviation Authority (DGAC) <p><i>Just Culture:</i></p> <ul style="list-style-type: none">• Colin RUSSELL, Baines Simmons <p><i>Management System:</i></p> <ul style="list-style-type: none">• Dragos MUNTEANU, International Air Transport Association (IATA) <p><i>Panel Discussion:</i></p> <ul style="list-style-type: none">• All participants are invited to contribute |
| 10:15 H – 11:15 H | 2: OPERATIONAL STANDARDS <p><i>Presentation of the Concept Paper:</i></p> <ul style="list-style-type: none">• Thomas ROMIG, Airport Council International (ACI) <p><i>Business Aviation Perspective:</i></p> <ul style="list-style-type: none">• Terry YEOMANS, International Business Aviation Council (IBAC) <p><i>Operational Standards – the Human Factor:</i></p> <ul style="list-style-type: none">• Barry KIRWAN, Eurocontrol <p><i>Panel Discussion:</i></p> <ul style="list-style-type: none">• All participants are invited to contribute |
| 11:15 H – 11:45 H | COFFEE BREAK |
| 11:45 H – 12:45 H | 3: TRAINING <p><i>Presentation of the Concept Paper:</i></p> <ul style="list-style-type: none">• Margit MILLER, Albastar <p><i>Development of a Training Programme:</i></p> <ul style="list-style-type: none">• Dave ROGERS, Swissport <p><i>Competency-Based Training:</i></p> <ul style="list-style-type: none">• Joern SELLHORN-TIMM, European Federation of Airline Dispatchers Association (EUFALDA) <p><i>Panel Discussion:</i></p> <ul style="list-style-type: none">• All participants are invited to contribute |
| 12:45 H – 13:45 H | LUNCH BREAK (LUNCH PROVIDED @ EASA) |
| 13:45 H – 14:45 H | 4: GROUND SUPPORT EQUIPMENT (GSE) <p><i>Presentation of the Concept Paper:</i></p> <ul style="list-style-type: none">• Alexandre BOLAY, Swissport <p><i>Development of European Norms</i></p> <ul style="list-style-type: none">• Helge HOMANN, BG-Verkehr <p><i>Maintenance Programme:</i></p> <ul style="list-style-type: none">• Steve CANNON, Swissport <p><i>Panel Discussion:</i></p> <ul style="list-style-type: none">• All participants are invited to contribute |



14:45 H – 15:45 H

5: OVERSIGHT

Presentation of the Concept Paper:

- Jonathan **HEAVEY**, Irish Aviation Authority (IAA)

Transposing Industry Standards into National Law:

- Borja **GUTIERREZ**, Spanish Aviation Safety and Security Agency (AESA)

Balance between Desktop Audits and On-site Inspections:

- Barbara **SCHAFFNER**, Federal Office of Civil Aviation (FOCA)

Panel Discussion:

- All participants are invited to contribute

15:45 H – 16:15 H

COFFEE BREAK

16:15 H – 16:40 H

6: STAFF TURNOVER

Presentation of the Concept Paper:

- Jon **CONWAY**, Airport Service Association (ASA)

Vocational Training/Apprenticeship:

- Robert **HENGSTER**, European Transport Workers' Federation (ETF)

Panel Discussion:

- All participants are invited to contribute

16:40 – 17:00 H

WRAP-UP AND CLOSING

- Jean-Marc **CLUZEAU**, Principal Advisor to the Executive Director @ EASA