

# NATA 2017 Ground Handling Safety Symposium



Building a Better Safety Management System



September 26-27 | NTSB Training Center | Ashburn, VA

## Agenda

### Day 1 – September 26, 2017

NTSB Training Center (45065 Riverside Pkwy, Ashburn, VA 20147)

9:30 – Welcome & Opening Remarks

9:45 – SMS...From the “Ground” Up

10:45 – Break

11:00 – Smarter Ground Handling

Noon – Lunch

1:00 – The Savvy Approach to Building a Successful Internal Safety Culture

2:00 – The Intersection of Safety and Service in a Ground Handling Environment

3:00 – Break

3:30 – NATA Safety 1<sup>st</sup> & the Future of Ground Handling Training

4:30 – NATA Safety Committee – Moderated Discussion

5:15 – Day One Wrap-Up

6:00-8:00 – Networking Reception

Topgolf (20356 Commonwealth Center Dr, Ashburn, VA 20147)

*Network with other safety professionals during an evening reception at Topgolf. Join your colleagues for a night of fun and complimentary hors d'oeuvres and beverages. Transportation will be provided to/from the reception venue.*

### Day 2 – September 27, 2017

NTSB Training Center (45065 Riverside Pkwy, Ashburn, VA 20147)

8:00 – Day Two Opening Comments

8:05 – The Business Case for Safety Programs

9:05 – The Global Impact of IS-BAH

10:05 – Break

10:30 – The Role of Employee Selection in Safety Culture

11:30 – Building Your Emergency Response Program

Noon – Lunch, TWA 800 Tour & Closing Comments

2pm – Start of Fundamentals of IS-BAH workshop ([Requires additional registration](#))

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## Session Descriptions

### **SMS ...From the “Ground” Up**

*Sunshine McCarthy, Vice President, Business Development & Education, Baldwin Safety & Compliance*

Safety Management Systems (SMS) continue to grow in all areas of general aviation — from flight operations to airports, FBOs and MROs. In this opening session, we’ll define SMS, discuss its history and explore its future. Above all, we will uncover why an SMS can have a profound impact on your operation’s safety.

### **Smarter Ground Handling**

*Benjamin J. Goodheart, Ph.D., CSP, Managing Director, Versant*

It is often said that you can’t manage what you don’t measure; however, just because we can measure something doesn’t mean it is worth managing. Real, industry-based examples provide context for data gathering and analysis, and a better understanding of ground handling safety. This session looks at the role of data in effectively managing safety within an FBO.

### **The Savvy Approach to Building a Successful Internal Safety Culture**

*John Enticknap, Principal, Aviation Business Strategies Group*

Building the foundation for a successful internal safety culture requires more than a will to make it happen — it involves a savvy approach, where employees are treated as true stakeholders. An SMS reporting system flourishes when safety personnel collaborate as a team and have a sense of ownership. Join us as we discuss the key elements of building a true internal safety culture.

### **The Intersection of Safety and Service in a Ground Handling Environment**

*Service Elements International*

In today’s competitive environment, ground handlers recognize that creating a safe environment and providing outstanding service is a make or break factor for an organization’s long-term success. So, if your organization has not already done so, why not integrate safety and security into your ground handling service package? This program will help ground handlers recognize how to balance safety and security, while delivering value to their customers.

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## **NATA Safety 1<sup>st</sup> and the Future of Ground Handling Training**

*Michael France, Managing Director, Safety & Training, NATA*

In 2008, NATA launched Safety 1<sup>st</sup> PLST Online and revolutionized ground handling safety and operational training. Safety 1<sup>st</sup> has now trained over 40,000 individuals worldwide and, in 2018, NATA will launch its next evolution. Based upon user input and industry best practices, a complete refresh of the Safety 1<sup>st</sup> program — from content to interface — is currently underway. This session will review the issues that have driven this evolution and discuss the powerful resources and features that will be available in the new Safety 1<sup>st</sup> program.

## **The Business Case for Safety Programs**

*Jeff A. Kohlman, Managing Principal, Aviation Management Consulting Group, Inc*

This session will review the cost/benefit approach to support the development and implementation of safety programs and will analyze industry incidents and accidents that may have been avoided (and their associated costs) with a proper safety program.

## **The Role of Employee Selection in Safety Culture**

*Doug Wilson, President and Senior Partner, FBO Partners*

We've all heard a waterfall only flows one direction, and that safety culture must start at the top — with the "Accountable Executive." But, what happens when your employee selection process doesn't screen out candidates who may not be compatible with your safety culture? Can you achieve your safety goals if the culture is undermined from the start? This session will discuss pre-hire safety screening tools, how to build a safety-minded employee orientation program, how new employees interact with existing employees, and how employee selection plays a critical role in achieving your company's safety goals.

## **Building Your Emergency Response Program**

*Fireside Partners*

Our focus on safety is geared to preventing dangerous situations from ever occurring. At any ground handling facility, there are a number of potential risks, including fire, injury, medical emergencies and even customer aircraft incidents. Comprehensive safety management — complementing prevention techniques with an equally, effective emergency response plan — is a key to continued success in any ground handling facility. During this session, attendees will learn the basics of emergency response program development and implementation.

For more information or to register, please visit [www.nata.aero/ghss](http://www.nata.aero/ghss)