



## **Tuesday, September 11**

**8:30-9:00 am**

**Continental Breakfast**

**9:00-9:15 am**

**Welcome Remarks**

**9:15-10:00 am**

**Just and Accountable: A Culture That Works**

*Benjamin Goodheart, PhD – Versant*

An aircraft is damaged. Fuel is contaminated. Worse still, an employee or customer is injured. In cases like these, where all our efforts to build safe organizations fail, we're often faced with the question of who is to blame. Creating a just culture suggests that we shift our focus away from the classic blame and shame model, but how do aviation operators do that while maintaining accountability? This session focuses on creating a culture that uses trust, not blame, to learn effectively, foster professional accountability, and restore our capacity for safety, even after things go wrong.

**10:00-10:45 am**

**Case Study: TAC Air**

**10:45-11:00 am**

**Coffee Break/Exhibitor Visits**

***Thank You to Our Sponsors!***

**11:00 am-12:00 pm**

**Future Human/Leadership Challenges**

*Tim Collins – Service Elements International*

Today, leadership is taking on a new meaning. Not only are there many changes happening around the globe and in the business environment, but there are changes occurring in our Aerospace industry and more specifically in the Business and General Aviation sector. Some of the changes are obvious; technology around us and in the aircraft, global business dynamics, shortage of qualified pilots and technicians, social dynamics and demographics are constantly shifting, just to name a few. But there are more subtle changes as well. The culture of business aviation, our teams, our passengers and their expectations, the C-Suite and the way a flight operation is viewed, the value proposition for business and private aircraft are all shifting. This session will explore ways to manage the varied generations present on our teams, finding and retaining front line talent, and leading and engaging millennials.

**12:00-1:00 pm**

**Lunch**

**1:00-2:15 pm**

**Open Forum Discussion**



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### Wednesday, September 12

**2:15-2:45 pm**  
**Coffee Break/Exhibitor Visits**

**2:45-3:45 pm**  
**Navigating SMS Implementation: Advice for a Successful Program Design**

*Don Baldwin – Baldwin Aviation*

SMS Implementation requires a careful eye towards your organization to ensure the safety program integrates with your daily operations and doesn't compete with them. Consideration given to a few key areas that many organizations struggle with can help ensure a smooth integration while avoiding common mistakes.

**3:45-4:45 pm**  
**Case Study: Facet**

**4:45-5:00 pm**  
**Day One Closing Remarks**

**5:30-7:30 pm**  
**Networking Reception**  
**Top Golf Loudon**

\*Transportation will be provided to the September 11<sup>th</sup> Networking Reception, along with complimentary games, hors d'oeuvres and beverages.

**8:30-9:00 am**  
**Continental Breakfast**

**9:00-9:30 am**  
**Open Forum Discussion**

**9:30-10:30 am**  
**Fatigue Risk Management & Fitness for Duty in a Ground Handling Environment**  
*Michael France – NATA*

What role does fatigue play in ground handling safety? Is your team fit for duty at the beginning of their shift? These questions are ones that should be asked by all ground handlers but often are overlooked. In this session, we will explore the science of fatigue risk management, its application to ground handling and the assessment of fitness for duty. As an interactive session, attendees will have the opportunity to weigh-in on issues and participate in the overall direction of the session.

**10:30-11:15 am**  
**Coffee Break/Exhibitor Visits**

**11:15 am-12:15 pm**  
**Case Study: Wilson Air**

**12:15-12:30 pm**  
**Symposium Closing Remarks**

\*IS-BAH Workshop begins September 12<sup>th</sup> at 12:00 pm and ends at 4:00 pm, it will resume Thursday, September 13<sup>th</sup> at 8:00 am.