



THE VOICE OF AIRPORTS®

BUSINESS OF AIRPORTS CONFERENCE

CONCESSIONS • FINANCE • HUMAN RESOURCES • BUSINESS DIVERSITY

June 10 - 12, 2019 // Scottsdale, AZ

2019 ACI-NA Business of Airports Conference Agenda (Human Resource Track)

Sunday, June 9, 2019

1:00pm

Phoenix Sky Harbor International Airport Tour

Come see the impressive array of shops, restaurants and public art in the newly-unveiled John S. McCain III Terminal 3 at Phoenix Sky Harbor International Airport. National brands like Johnston and Murphy, Passage by Hudson and Sugarfina pair with locals like Best of the Valley and SanTan Brewing – Arizona's largest craft brewery. The public art installations include a colorful terrazzo floor and giant sunglasses. There's also an aviation-themed children's play area, indoor animal relief area and a state-of-the-art Delta Sky Club, plus much more!

The Tour will begin in Terminal 3, Level 5, Friends and Family Room at 1:00pm. Register at <http://aci-na.2019-boa-airport-tour.sgizmo.com/s3/>

Monday, June 10, 2019

8:00am – 4:30pm **Registration**

8:00am – 9:00am **Networking Breakfast**

9:00am – 11:00am **HR Steering Group Meeting – Open**

9:00am – 10:30am **Welcome and Opening Remarks**

Rosa Beckett, Chief Administrative Officer, Jacksonville Aviation Authority and Chair, Human Resources Committee

Introduction of the ACI-NA Human Resources Steering Group Members

HR Working Group Updates

Compensation and Benefits Benchmarking Survey

Inaugurated in 2008, the ACI-NA Compensation and Benefits Benchmarking survey was a response to requests from Airport Directors for a credible, reliable, and legally compliant source of market compensation data. 2018 represents the tenth annual survey conducted by Western Management Group. The latest survey encompassed data on over 13,000 employees in 111 different industry specific

jobs. Survey released in August of each year and the survey results are made available the following February.

Workforce Planning Working Group

The working group continues to concentrate in the area of developing executive level leadership and succession planning strategies through creating predictable pipelines of trained, qualified, and motivated airport professionals.

- **Executive Leadership Exchange Program**
- **Awareness Campaign**
- **Edge4Vets**

Sustainability Integration Council

10:30am –11:00am **Networking Break**

11:00am –12:15pm **Human Resources Committee Workshop**

Rotating Roundtables (1.25 PDC)

Discuss, brainstorm, and come up with potential solutions and uncover industry best practices with fellow colleagues on current hot topics that human resources professionals are facing at their airports. The focus sessions are open to every participant and led by an industry leader who has experience with the challenge. Share with your peers Success Stories, BIG WINS and A HA Moments.

Moderator/Lead: Sharon Haserjian, Senior Manager, Human Resources, Hollywood Burbank Airport

Topic Leader: **Topic 1. CEO Organization-wide Initiative led by HR Scenario**
Gale LaRoche, Ph.D., J.D., Senior Vice President/Chief Human Resources Officer, ADK Consulting & Executive Search

Topic Leader: **Topic 2. Harassment/Hostile Work Environment Scenario**
Paula Adams, Director of Airports Administration, Los Angeles World Airports

Topic Leader: **Topic 3. ADA and Diversity Scenario**
Julie Stewart, Senior Manager of Human Resources, Memphis International Airport

Concurrent - Canadian Airports HR Roundtable

A forum to network with your Canadian airport peers; this interactive roundtable discussion will focus of relevant human resources topics facing Canadian airports. Bring along a topic that is important to you, share it, and hear the perspective of other human resources professionals. Topics may include, but are not limited to, collective bargaining outcomes or strategies, grievances and arbitration decisions, changes to employment laws, and human resources programs.

Moderator/Lead: **Scott Kelly**, Director, Human Resources, St. John's International Airport and HR Steering Group Member

12:15pm –1:30pm **Networking Lunch**

1:30pm – 4:15pm **Human Resources Committee Workshop (Continued)**

Joint Session with Business Diversity Committee

1:30 – 2:45pm **Building an Inclusive Culture (1.25 PDC)**
Research shows that diverse teams perform better because of the differing perspectives brought to the table. Companies with higher levels of diversity in employment and contracting are also more likely to have better financial results, showing that inclusion can be a competitive differentiator. Learn how successful organizations coordinate a culture of diversity across the entire operation and avoid soloed programs in individual departments.

Moderator/Lead: Chappelle Broome, Director of Human Resources & Diversity, Columbia Metropolitan Airport

Speakers: **Airport winners of the ACI Inclusion Awards**
Richard Blut, Assistant Director of Airport Experience and Employee Services, McCarran International Airport
Laura E. FitzRandolph, EVP, Chief HR Officer, HMSHost
Jennifer Raniga, Employment Advisor - Diversity & Inclusion, Vancouver Airport Authority
Devin Reed, Director of Procurement, Jacksonville Aviation Authority

2:45pm – 3:15pm **Networking Break**

3:15pm – 4:15pm **Multi-Generational Workforce-Interaction and Knowledge Transition (1 PDC)**
As Millennials become the largest workforce and I Gen enters the workplace, developing strategy to understand the new generations and to transfer the lifelong knowledge from Baby Boomers and Gen X would be the key path to a successful workforce planning. The Multi-Generational Sub-WG will demonstrate the discussion on this issue they will have had and present a user guild/toolkit to the audience.

Speaker: Logan Williams, Organizational Development Manager , Pittsburgh International Airport

5:00pm – 6:30pm **Networking Lounge Grand Opening and Welcome Reception**

Tuesday, June 11, 2019

8:00am – 4:30pm **Registration**

8:00am – 9:00am **Breakfast in Networking Lounge**

9:00am – 9:30am **Welcome and Opening Remarks**

Speakers: Kevin M. Burke, President & CEO, ACI-NA
James E. Bennett, Director of Aviation Services, City of Phoenix Aviation Department
Candace S. McGraw, CEO, Cincinnati/Northern Kentucky International Airport and Chair, ACI-NA Board of Directors

9:30am – 10:45am **General Session 1: Insight From the Airport C-Suite (1.25 PDC)**
Managing airports can be a challenging job, especially with a more concentrated airline industry and the difficulty of adding air service. Airports must continue to creatively reinvent their passenger services to improve the travel experience and remain competitive. There is also a need to manage their infrastructure and

community expectations, while addressing new business models and exploring additional revenue streams. This session explores the successes and challenges airport CEOs face in developing strategies, which create economic benefits and increase passenger satisfaction.

Moderator: Candace S. McGraw, CEO, Cincinnati/Northern Kentucky International Airport and Chair, ACI-NA Board of Directors

Speakers: Kimberly Becker, President & CEO, San Diego County Regional Airport Authority
Bryant L. Francis, Director of Aviation, Oakland International Airport
Monica Lombraña, Managing Director of Aviation and International Bridges, City of El Paso
Bob Sartor, President and CEO, Calgary Airport Authority

10:45am – 1:15am **Networking Break in Networking Lounge**

11:15am –12:30pm **Session 1D: How to Harness Creativity and Innovation From Within Airports (1.25 PDC)**

As the power of innovation is now widely recognized, finding ways to achieve repeat success by stimulating and cultivating the creativity and innovation from within is a challenge faced each organization. What is the role of Human Resources in this process? What are the unique challenges of encouraging creativity and innovation at airports? How do airports identify the innovators in the workforce? And How do airports adopt the innovation and make it a success? You will find the answer to all the questions in this session.

Moderator/Lead: Peter Gargiulo, President, 4QD and HR Steering Group Member

Speakers: Brian Cobb, Chief Innovative Officer, Cincinnati / Northern Kentucky International Airport
Nichole Love, Human Resources Generalist, Memphis International Airport
Dave Wilson, Director of Innovation, Seattle-Tacoma International Airport, Port of Seattle

12:30pm – 2:00pm **Lunch in Networking Lounge**

2:00pm – 3:15pm **Session 2D: Respect at Work in the Era of #MeToo (1.25 PDC)**

#MeToo Movement has brought to light numerous new allegations of behaviors that many thought were long gone. Given the nature of long operating hours at airports, it's extremely crucial to build a culture of respect in order to eliminate sexual harassment, discrimination and bullying. Join us in the conversation on how airports pursue the process of building respect at workplace and how to further engage the employees including helping them understand the policies and protecting both males and females from any types of harassments at workplace in the era of #MeToo.

Moderator/Lead: Laura Rhoad, Department Director-HR, Southwest Florida International Airports and HR Steering Group Member

Speakers: Paula Adams, Director of Airports Administration, Los Angeles World Airports
Nikki Harland, Senior Vice President, Human Resources, Paradis Lagardère

3:15pm – 3:45pm **Networking Break in Networking Lounge**

3:45pm – 5:00pm **Session 3D: Support from HR-Crisis and Crisis Recovery (1.25 PDC)**
Learn how HR professionals have supported their or other airport employees (engaging their communities by sending unaffected airport employees wanting to assist in relief efforts) and their family to recover from recent crisis events (Hurricane Florence, Hurricane Michael, and the fires of Northern California) at their respective organizations and ensured business continuity. More importantly, how HR prepares their employees in advance to endure and recover from these catastrophes.

Moderator: Harleen Smith, Chief Human Resources Officer, Houston Airport Systems and HR Steering Group Member

Speakers: Kirstan Jewell, Vice President, Human Resources & Organizational Effectiveness, Edmonton International Airport and Vice Chair, HR Committee – Ft. McMurray Fires
Parker McClellan, Executive Director, NW Florida Beaches International Airport
Linda Yeung, Director of People, Performance, and Development, San Francisco International Airport

Wednesday, June 12, 2019

8:00am – 4:00pm **Registration**

8:00am – 9:00am **Breakfast in Networking Lounge**

9:00am – 10:00am **General Session 2: Level It Up! –How ‘Non-Cyber’ Business Executives Can Protect Today’s Airports from Cyber Threats**
This keynote session, specifically crafted for the Business of Airports audience, will provide "non-cyber" airport professionals an exciting, informative and entertaining look at real world cyber threats, cases and solutions. This includes threats from employees and physical attacks, as well as interruptions in IT services from organized crime, cyber terrorists and nation states. Industry leaders in commercial management, finance, human resources, and vendor oversight at large and small organizations will learn about actions they can take today to innovate and protect their airports and the ecosystems of their partners. Bryan Hurd, Vice President, Head of Office, Seattle, Aon Cyber Solutions

Moderator: Kevin M. Burke, President & CEO, ACI-NA

Speaker: Bryan Hurd, Vice President, Stroz Friedberg (Aon Company).

10:00am –10:30am **Networking Break in Networking Lounge**

10:30am –11:30am **Session 4D: Building a Sustainable Airport Brand by Engaging the Airport Community (1 PDC)**

As the pressure to build sustainable commercial airport enterprises continues the importance of managing the airport brand increases. Our panel of experts share perspectives on the role HR can play in effectively engaging all the people that work within the airport ecosystem (vendors, airlines, TSA, CBP officers, etc.) to align everyone around a common customer experience vision at the airport.

Moderator: Linda Yeung, Director of People, Performance, and Development, San Francisco International Airport

Speakers: Mike Christie, Vice President, Human Resources, Halifax International Airport Authority
Adriana Kennedy, Senior Culture and Organizational Development Analyst, San Diego County Regional Airport Authority
Caroline Ouellette, Director, Talent and Culture, Aéroports de Montréal

11:30am –12:30pm **Session 5D: Employee Wellness and Resilience in a High-Growth Environment (1 PDC)**

With air traffic increasing over the past decade, helping airport employees maintain health and wellness is vital to the successful operation of our workplaces. We will discuss how to keep airport employees engaged and well in the face of this significant growth and how to provide them with self-adapting strategies to maintain their wellness.

Moderator/ Lead: Dominic Macrone, Vice President of Human Resources & Administration, Tampa International Airport

Speakers: Kim Bilcowski, Director of People & Culture, Winnipeg Airports Authority
Joy Freeman, Manager Safety & Wellness, San Diego County Regional Airport Authority
Melissa Solberg, Senior Manager of Sustainability, Tampa International Airport

12:30pm – 1:30pm **Networking Lunch**

1:30pm – 2:45pm **General Session 3: Roundtable with Airlines (1.25 PDC)**

This session features representatives from airlines who will share their perspectives on many issues including industry growth projections, airport privatization and public/private partnerships, new trends in airport-airline agreements, airline input into airport capital programs and much more. And, of course, we'll look to airports in the audience for their questions and discussion with our airline panelists.

Moderator: Thomas Jewsbury, Executive Director, St. Pete-Clearwater International Airport

Speakers: Julie Boston McGrath, Senior Manager of Hospitality, Southwest Airlines
Randall Fiertz, Director, Airport Affairs, Alaska Airlines
Matthew Glover, Director, Finance, Spirit Airlines
Mike McNaney, Vice President, Industry, Corporate and Airport Affairs, WestJet

2:45pm – 3:15pm **Network Break**

3:15pm – 4:30pm **Joint session with Finance Committee**

Session 6D: Talent Review/Succession Planning (1.25 PDC)

A process to understand our team members (particularly managers and up), reviewing their; backgrounds, performance, strengths, and opportunities, and determining

development opportunities and next career steps for each of them. This process naturally leads to succession planning discussions, as well as identifying High-Performers and High-Potential employees and having a plan for each of them.

Moderator/Lead: Janice Avery-Walthall, Director of Human Resources, Memphis International Airport

Speaker: Dominic Macrone, Vice President of Human Resources & Administration, Tampa International Airport

5:30pm – 6:00pm **Awards Gala Reception** (*business or cocktail attire suggested*)

6:00pm – 9:00pm **Awards Gala Dinner** (*business or cocktail attire suggested*)

SHRM Recertification Provider



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Activity ID# **19-SMX7E** For more details or questions, please contact Nancy Zimini at nzimini@aci-na.org.