



Network: ACINA

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Updated: June 20, 2023



## Human Resources Committee Working Agenda

*Agenda subject to change. Please visit the ACI-NA website for the latest agenda.*

### MONDAY, JUNE 26, 2023

7:30AM – 4:30PM  
**Grand Ballroom**  
**Registration Desk**

#### Registration

7:30AM – 8:30AM  
**Camelback H-L**

#### Networking Breakfast

8:45AM – 9:00AM  
**Grand Ballroom EF**

#### Human Resources Steering Group Meeting (*Open to all registered attendees*)

Introductions and Welcome –**Kimberley DesMarais, Chair, HR Committee** and HR Director, Talent Management, Port of Seattle

9:00AM – 12:00PM  
**Camelback M**

#### ACI-NA World Business Partners/Associate Board Meeting (*open to all registered attendees*)

9:15AM – 10:30AM  
**Grand Ballroom EF**

#### Session 1D: Rotating Roundtables (1.5 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.

Facilitator: Sharon Haserjian, Director, Human Resources, Hollywood Burbank Airport, HR Steering Group Member

##### Topic 1: **Biggest Challenges for HR in 2024**

Natasha Jefferies, Organizational & Talent Development Director, Charlotte Douglas International Airport

Scribe: Heather Day, Human Resources Director, Gerald R. Ford International Airport Authority, HR Steering Group Member

##### Topic 2: **Reimagining Employee Retention Strategies**

Kathy Megarry, Vice President, Human Resources & Labor Relations, Minneapolis-St. Paul Metropolitan Airport Commission, HR Steering Group Member

Scribe: Chris Santiago, Senior HR Consultant, ADK Executive Search, HR Steering Group Member

##### Topic 3: **Upskill Your Employees – Train/Develop Talent in Trades, Women in Trades**

Larry Harvey, Chief People, Culture & Equity Officer, Reno-Tahoe Airport Authority, HR Steering Group Member

Scribe: Gale LaRoche, Ph.D., J.D., Senior Human Resources Consultant, ADK Consulting

10:30AM–11:00AM  
**Grand Ballroom**  
**East Foyer**

#### Networking Break

11:00AM–12:15PM  
**Grand Ballroom EF**

#### Session 2D: **Workforce Development – Maximizing the Airport’s Potential (1.25)**

The ACI-NA Workforce Development Working Group was created to focus on national airport workforce development efforts in the U.S. and Canada. Having a comprehensive and collaborative industry approach can yield substantial value in the competition for talent in the future. Learn from workforce development experts how the results of their specific efforts can help produce maximum strategic impact for the industry and can be of benefit to all airports.

Moderator: Peter Gargiulo, IAP, President, 4QD Strategy Consulting LLC, and Associate Member Leadership Representative, HR Committee

Panel Speakers: Barbara Alexander, Shared Prosperity Program Specialist, Port of Portland

Stephanie Burke, Director, Center of Equity and Excellence in Aviation, Denver International Airport  
Todd Skocki, Director, Education and Training, Adams and Associates  
Lorena de Rodriguez, President and CEO, SSI, Inc.

12:15PM–1:30PM  
*Camelback H-L*

### Networking Lunch

1:30PM – 2:45 PM  
*Grand Ballroom EF*

### Joint Meeting: Business Diversity Committee and Human Resources Committee:

#### Session 3D: Learnings from ACRP Insight Event “Systemic Inequality in the Airport Industry: Exploring the Racial Divide” (1.25 PDC)

In April 2022, the Airport Cooperative Research Program (ACRP) convened a two-day meeting of aviation experts to discuss the challenges faced by airports and identify areas of future interest and research. Learn about the conclusions from this discussion and strategies to continue the work to make the industry more diverse and inclusive.

Moderator: Katherine Preston, Group Leader of Aviation Environmental Services, HMMH

Panel Speakers: Anthony Barnes, Senior Consultant, ADK Consulting & Executive Search  
Heather Barry, Vice President of Strategic Partnerships, SSP America  
Bookda Gheisar, Senior Director, Office of Equity, Diversity, and Inclusion, Port of Seattle/Seattle-Tacoma International Airport  
Delicsha Wilds, Chief Administrative Officer, Philadelphia International Airport

2:45PM – 3:15PM  
*Camelback H-L*

### Networking Break

3:15pm – 4:30 PM  
*Grand Ballroom EF*

#### Session 4D: Winning the Race for Talent – What are Airports doing to attract and retain talent? (1.25 PDC)

From hiring bonuses to remote work and more flexible schedules to wellness discounts, educational assistance programs, employee recognition events, and daycare centers, airports being more creative with incentives to hire and keep employees. Hear from industry peers on what is working and what you may want to avoid as you consider developing or expanding your incentive program.

Moderator: Natasha Jefferies, Organizational & Talent Development Director, Charlotte Douglas International Airport

Panel Speakers: Michelle Cooper, Director, Human Resources, Victoria International Airport  
Christy Wheeler, Manager, People Operations, Reno-Tahoe Airport Authority  
Cara Kuczma, Director, HR Business Processes, Allegheny County Airport authority and HR Steering Group Member  
Litsa Sharma, Associate Director, Talent Acquisition

5:00PM – 6:30 PM  
*Grand Ballroom  
East Foyer*

### Welcome Reception

## TUESDAY, JUNE 27, 2023

8:00AM – 4:00PM  
*Grand Ballroom  
Registration Desk*

### Registration

8:00AM – 9:00AM  
*Camelback H-L*

### Networking Breakfast

9:00AM – 9:30AM  
*Grand Ballroom ABCD*

### Welcome and Opening Remarks

9:30AM – 10:30AM  
*Grand Ballroom ABCD*

#### General Session 1: Amazon Global Air (1 PDC)

Ali Faddis, Director, Air Safety & Operations, Amazon Global Air

10:30AM–11:00AM  
*Grand Ballroom  
East Foyer*

### Networking Break

11:00AM–12:00PM  
*Grand Ballroom EF*

**Session 5D: Investing in our Future Workforce (1 PDC)**

The California Capital Airshow (CCA) delivers youth programs to K-12 grade students that help the future workforce take flight. Their programs are not only designed to showcase the educational paths available and extraordinary career opportunities in aviation, aerospace, and STEM but also provide role models, ideas, and mentors that clearly show young people the path to take to find their passion. Learn how they have been able to deliver these programs on a shoestring budget, and the huge impact they are having in the aviation community.

Panel Speakers: Angela Terry, Director of Operations, California Capital Airshow  
Stephen Clark, Deputy Director - Airport Commercial Development, Sacramento County Airport System

12:00PM–2:00PM  
*Camelback H-L*

**Networking Lunch**

2:00PM – 3:15PM  
*Grand Ballroom EF*

**Session 6D: The Challenge of Compensation Equity (1.25 PDC)**

The Canadian Pay Equity Act, as well as laws in numerous U.S. states, requires organizations to ensure they are providing equal pay to men and women doing work of equal value. Some states have expanded the compensation equity requirements beyond gender to include race and other protected characteristics. Learn from industry colleagues about the result of comprehensive policy reviews, changes in hiring practices and the implementation of more transparency to address compensation equity.

Moderator: Kathy Megarry, Vice President, Human Resources & Labor Relations, Metropolitan Airports Commission, and HR Steering Group Member

Panel Speakers: Luis Castro Jemmal, Compensation Senior Principal, Mercer – Canadian Expert Panelist  
Mike Christie, Vice President, People, Halifax International Airport Authority and Canadian Leadership, HR Steering Group Member  
Tomeka Hill-Thomas, PhD, Senior Principal, Mercer – US Expert Panelist  
Monty Bell, Head of Human Resources, San Diego International Airport, and HR Steering Group Member.

3:15PM – 3:45 PM  
*Grand Ballroom East Foyer*

**Networking Break**

3:45 PM – 5:00PM  
*Grand Ballroom EF*

**Session 7D: The Great Burnout: Tackling the Crisis Among HR professionals (1.25 PDC)**

The stress of the pandemic has taken a high toll on many staff members, and HR staff have been taxed in a very particular way. The tasks they were burdened with during this period are those that nobody else in the company had, such as being the bearer of bad news with pandemic-related layoffs, coordinating the move from being in an office environment to working from home online, creating ad hoc guidelines to maintain productivity in an untested work scenario, tasked with having to stay up-to-date with continually shifting employee vaccination mandates and safety requirements as well as enforcing these guidelines, and being the emotional support for other staff. The stress of having to perform so many tasks for which they were not trained for has led to a sweeping burn out across HR departments. Learn what companies can do to support, empower, and retain their HR staff.

Moderator: Erin Kelly, Director, Human Resources, Ottawa International Airport Authority, and HR Steering Group Member

Panel Speakers: Debi Marshall, Director of Human Resources, Syracuse Regional Airport Authority and HR Steering Group Member  
Scott Kelly, Director, Human Resources, St. John's International Airport Authority and Vice Chair, HR Committee  
Christy Wheeler, Manager, People Operations, Reno-Tahoe Airport Authority

**WEDNESDAY, JUNE 28, 2023**

7:30AM – 4:00PM  
*Grand Ballroom Registration Desk*

**Registration**

8:00AM – 9:00AM  
*Camelback H-L*

**Networking Breakfast**

9:00AM – 10:00AM  
*Grand Ballroom ABCD*

**General Session 2: Expanding DEI in The Aviation Industry (1 PDC)**

Many North American airports have expanded their diversity, equity and inclusion (DEI) plans to better address all aspects of their operations and the communities they serve. Some airports asked for help to join in this effort. To

assist in this work, ACI-NA's leadership created the DEI Working Group to explore the range of DEI engagement practices at airports and to guide airports wanting to begin or enhance their DEI Program. As part of that work, the DEI Working Group surveyed airports in the United States and Canada to understand what is already being done and what additional DEI measures may be implemented, and is issuing "The ACI-NA DEI Working Group Report: Resource Materials and Good Practices for Developing DEI Programs at Airports". Join us to learn about the survey, the report and lessons learned from this important industry initiative.

Moderator: Solomon Wong, World Business Partner/Associates Representative, DEI Working Group and President and CEO, InterVISTAS Consulting

Panel Speakers: Tanisha Lewis, Chair, Chair of the DEI Working Group, and Vice President of Diversity, Inclusion and Social Impact, Metropolitan Washington Airports Authority

Debi Marshall, Vice Chair of the DEI Working Group, and Director of Human Resources, Syracuse Regional Airport Authority

Michelle Brega, Senior Director, External Affairs, San Diego County Regional Airport Authority

Elita McMillon, Assistant General Counsel, Tampa International Airport

Karen Zygun, Director, Human Resources, Vancouver Airport Authority

10:00AM – 10:30AM  
**Grand Ballroom**  
**East Foyer**

### Networking Break

10:30AM – 11:30AM  
**Grand Ballroom EF**

### Session 8D: HR Innovation, Digital Transformation, and Modernizing Your Organization (1 PDC)

Digital transformation is all about actively leveraging technology and data to help us steer our people strategy in a future-focused way. HR is uniquely positioned to provide value-added business insights about a company's most critical investment—its people. Learn how a project team comprised of HR, IT and other relevant business experts is needed to collaborate across functions and departments, which will include the CEO in making this a success.

Moderator: Gale LaRoche, Ph.D., J.D., Senior Human Resources Consultant, ADK Consulting

Panel Speakers: Adrienne Washington, Vice President of Human Resources, Metropolitan Knoxville Airport Authority

Chris Gilliland, Director, Innovation & Technology Development, Vancouver Airport Authority

Chris Poinette, Chief Financial Officer, Dallas/Fort Worth International Airport

11:30AM – 12:30 PM

### Session 9D: Leadership Development - Developing Leaders at All Levels (1 PDC)

Successful organizations are increasingly adopting a "Leaders at All Levels" mindset. It's not about positional authority but an individual's ability to influence outcomes and inspire others. This helps unlock the full potential of employees throughout the organization, boosting workforce engagement and increasing the ability to address industry challenges as professionals at every level see themselves as valued team members that are part of the solution.

Moderator: Christy Wheeler, Manager, People Operations, Reno-Tahoe Airport Authority

Panel Speakers: Dr. Meg Gibson, Diversity, Equity & Inclusion Leadership Manager, Charlotte Douglas International Airport

Leah Craig, Associate Director, Leadership and Talent Management, Greater Toronto Airports Authority

Kimberley DesMarais, HR Director, Talent Management, Port of Seattle and HR Committee Chair

12:30PM – 1:30PM  
**Grand Ballroom**  
**East Foyer**

### Networking Lunch

1:30PM – 2:45PM

### Session 10D: The CEO-HR Executive Partnership: A Critical Imperative for Business Success (1.25 PDC)

The secret is out. Airport CEOs are relying on their Human Resources executives to shepherd a wide range of efforts related to talent, organizational culture, employee engagement, DEI, and releasing strategic business value. Hear from CEOs and their HR Executives how they have built a stronger relationship with each other, embedded and called out the importance of people in their overall strategy, and ensured the airport has the right talent with the critical skills needed to succeed now and in the future.

Moderator: Peter Gargiulo, IAP, President, 4QD Strategy Consulting LLC, and Associate Member Leadership Representative, HR Committee

Panel Speakers: Alexis Higgins, Chief Executive Officer, Tulsa Airports Improvement Trust  
Patti Colbry, Director of Human Resources, Tulsa Airports Improvement Trust

Atif Saeed, Chief Executive Officer, Philadelphia International Airport  
Delicsha Wilds, Chief Administrative Officer, Philadelphia International Airport

Kim Becker, President and CEO San Diego International Airport  
Monty Bell, Head of Human Resources, San Diego International Airport and HR Steering Group Member

2:45PM – 3:15PM  
*Camelback H-L*

**Networking Break**

3:15PM – 4:15PM

**Committee Networking**

3:15PM – 4:15PM  
*Grand Ballroom EF*

**Canadian Rotating Roundtable (1 PDC)**

Canadian airports are invited for a roundtable discussion on Canadian Affairs. Discuss, brainstorm, and come up with potential solutions with fellow colleagues on current Canadian hot topics that human resources professionals are facing at their airports.

Facilitator: Mike Christie, Vice President, People, Halifax International Airport Authority, Canadian Leadership Representative, HR Steering Group

5:30PM – 6:00PM  
*Grand Ballroom  
East Foyer*

**Awards Gala Reception (business or cocktail attire suggested)**

6:00PM – 9:00PM  
*Grand Ballroom ABC*

**Awards Gala Dinner (business or cocktail attires suggested)**

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