

# SPEAKER DIRECTORY



## Adel Ali

*Board Member and Chief Executive Officer, Air Arabia PJSC*

Adel Ali, recently awarded world's best Low Cost Airline CEO 2008, has been given credit for setting up the Middle East and North Africa's first low-cost carrier (LCC), Air Arabia. Adel has brought over 26 years of strategic aviation, tourism and marketing experience to Air Arabia since the company commenced operations in October 2003. Adel's distinctive leadership style, vision, skilful management combined with his charisma and zeal, makes him an inspiration to his team and has made Air Arabia one of the top 400 most admired companies in the Arab world.

Adel previously served as Vice President (Commercial and Customer Service) for Gulf Air, where he played a central role in the airline's recovery. Before that, he spent over 20 years with British Airways where he also held senior management positions, including General Manager (Middle East and Africa).

In addition, Adel has served as a Director and a Senior Board Member for a number of companies in the Middle East and Europe. He has been recognised within the industry as a Middle East airline expert and has received awards for his contribution to air transport and tourism in the Middle East and Africa.

Adel innovative achievements has been globally recognized on creating a successful low cost business model in the Middle East customised as per region's needs, marking Air Arabia as the first low-cost airline in the MENA region. Adel drove Air Arabia's growth to become the largest low cost carrier in the Middle East as well as the first publicly owned airline in the Arab World with in a span of only five years.

Adel holds an MBA degree from Marlhurst University, Oregon, USA. He bagged 'British Airways Award for Excellence' and 'Middle East Tourism Contribution Award'. In 1983 and 1991, he received 'British Airways Customer Services Award'. In 2007, Adel has been awarded the 'Airline CEO of the year' by Aviation Business Magazine. He has been named world's best LCC CEO during the World LCC Congress 2008. Adel is also the Chairman of Sharjah Information Systems Associates (ISA) and Alpha Sharjah catering.



## Henrik Ambak

*VP, Head of Ground Services & Commercial IT, Cargolux Airlines Intl. S.A.*

Henrik, a Danish national at 46, spend 16-years in various operational and commercial management roles in airport and air cargo handling and trucking services in Scandinavia and Luxembourg, before he in 2001 joined Cargolux as "Head of Ground Services".

Since then Henrik has with Cargolux been "Head of IT" responsible for the implementation of a complete outsourcing of IT followed by the responsibility for the establishment of the corporate environment strategy and action plan currently being implemented. By mid-2008 Henrik returned to Ground Services and at the same time took up the responsibility for the IT services used by the Commercial division, including over the coming years the selection and implementation of the next generation commercial operations system.



## Kenneth Bell

*Director, Service Delivery, Hong Kong Air Cargo Terminals Limited*

Mr. Kenneth Bell is the Director, Service Delivery of Hong Kong Air Cargo Terminals Limited (Hactl), responsible for the management and development of the Company's service delivery.

After graduating from the University of Hong Kong, Mr. Bell joined Jardine Matheson Limited as a management trainee in 1992, and has worked extensively in the Jardine Aviation Services Group of companies in a variety of positions in aviation and airport operations, as well as a posting within the wider Jardine Matheson Group. Prior to joining Hactl in 2006, Mr. Bell was General Manager – Service Delivery and Operations, at Jardine Aviation Services.



## Quentin Browell

*Assistant Director, Aviation Environment, IATA*

Quentin joined IATA in 2006. Initially responsible for corporate communications across the Europe region, in 2008 he was appointed to a new position focusing on environment communications. In this role, Quentin advises the airline industry on how and what it communicates to its external audiences on environment and climate change issues.

Quentin is a founder member of the cross industry environmental communications group "enviro.aero" that seeks to correct misperceptions about aviation and the environment and promote aviation's environmental record and actions.

Prior to joining IATA, Quentin was global head of public affairs at Japan Tobacco International, the world's third largest international tobacco company. Before that he worked for PR consultancies, most recently at Burson-Marsteller where he was UK Head of Public Affairs.

Quentin is English and was educated at Exeter University and the Royal Military Academy Sandhurst.



## Allen Bruford

*Deputy Director, Compliance and Facilitation Directorate, World Customs Organization*

Allen Bruford is Deputy Director of the Facilitation Sub-Directorate at the World Customs Organization. Prior to taking up his current position, he worked for the New Zealand Customs Service in a variety of executive level roles, including a diplomatic posting to the New Zealand Embassy in Washington D.C. working on customs, security and trade related issues. In the Customs area his experience includes trade negotiations, trade risk assessment, cargo examination, revenue collection, and the audit and oversight of customs controlled areas. From 2000 to 2005 he led the introduction of trade facilitation and security programmes in New Zealand including the container security arrangements with the United States. During his career Allen has also been responsible for managing New Zealand's largest ports and airports.



## Francis Couillard

*General Manager, Environmental Affairs, CFM*

Francis Couillard holds an Engineering degree from ETP Paris, a Mechanical Engineering degree from CALTECH and was a Professor of Heat Transfer at the ESTP Engineering School from 1981 until 2000.

Francis Couillard began working for Snecma (part of the SAFRAN Group, one of the mother companies of CFM) in 1981 in the Thermal Engineering department. In 1984 he took over the organization of the CFM program before joining the Marketing department to take charge of CFM Sales Engineering. In 2005, he became the Deputy General Manager of the Spare Parts department. He is now on charge of Environmental Affairs at Snecma and CFM.

He is also in charge of the SAFRAN Environmental Policies for the Group, within the European Affairs Directorate. Elected Chairman of ASD ( Aerospace and Defence Industries ) Environmental Committee in March 09.



## Regula Dettling-Ott

*Attorney at law in Winterthur, Switzerland (since 1995)*

Honorary professor and Chairperson of the annual seminar for continuing legal education in aviation of the University of Bern;

Editor in chief of the law review of the Swiss Association for Aviation and Space Law (since 1999);

Managing Director International Relations and Government Affairs with Swiss International Air Lines (since April 2005).

Conference speaker and chairperson of panels at various conferences in the field of aviation (2000 IATA Legal Symposium, 2001 Annual Conference of the European Air Law Association EALA, 2003 Conference of the International Institute of Air and Space Law, University of Leiden NL, 2003 Annual Conference International Aviation Women's Association, Lisbon).

Legal expert for the Swiss parliamentary committee in connection with oversight of the Federal Office for Civil Aviation (2002).



## Michael Feldman

*Former Director of Passenger Services, IATA*

Michael Feldman began his career in Aviation in 1978 when he joined Wardair Canada. At Wardair he was responsible for the development of the procedures and systems that supported Wardair's sales and marketing activities.

Mr. Feldman joined IATA in 1983 as Manager, Industry Automation where he participated in the development of the IATA Industry Automation Policy. In 1987 he assumed responsibility for IATA's Passenger and Airport Services activities.

As IATA's Director Passenger, Mr Feldman was responsible for a number of activities. Including; IATA's Scheduling Services, Airport and Inflight Services, Passenger services and Passenger Tariffs. Specific areas of responsibility included passenger reservations, ticketing and passenger processing including electronic ticketing (ET), and Airport and Ground Handling Services including the creation of the IATA Ground Handling Council (IGHC). He provided direct support to IATA's "Simplifying the Business - STB" programme in the areas of Elimination of Paper Tickets, Passenger and Baggage Process Improvement, Common Use Self Service, and the Promotion of the use of Bar Codes on Boarding Documents.

Mr. Feldman was also responsible for the IATA Passenger Agency Programme that oversees the relationship between IATA Member airlines and over 77,000 IATA Accredited Travel Agents.

Mr. Feldman is a Canadian and is a graduate of McGill University in Montreal, Canada, with a degree in Urban Systems.



## David Harman

*CEO, Unitpool AG*

David Harman has 25 years experience in the airline industry. The last 18 have been in management roles, spread across a variety of disciplines. Immediately prior to joining Unitpool, David was Vice President of Global Cargo Operations and Development at Swissport, after a successful two years of line responsibility as VP Cargo Europe, Africa and Middle East. David moved to Swissport from Swissair Cargo, where he'd managed the UK and Ireland as Country Manager and then moved to Head Office to manage the implementation of a revenue management system and to take control of the distribution and purchasing of contracted capacity.



## Steven A. Howards

*Executive Director of the Clean Airport Partnership*

Mr. Steven Howards is Executive Director of the Clean Airport Partnership, Inc. (CAP), which he founded in 1998. It is the only national non-profit organization in the U.S. devoted exclusively to working with airports and communities in guiding sustainable development. In 2001, Mr. Howards originated, refined, and trademarked the concept of the Green Airport Initiative, obtaining financial support from the U.S. Environmental Protection Agency (EPA), the U.S. Department of Energy (DOE), and the Rockefeller Foundation. This is a systematic program designed by CAP for helping airports exceed the requirements of environmental compliance, cost-effectively maximizing the environmental quality and efficiency of all aspects of airport operations.

He is one of the world's leading experts in this arena and has worked with airports across the U.S. including: Seattle-Tacoma, Philadelphia, Fort-Lauderdale-Hollywood, Dallas-Fort Worth, Chicago Midway, and Chicago O'Hare International Airports. Mr. Howards and CAP have also served as consultants to the U.S. EPA on airport air quality issues; to the U.S. DOE on airport building efficiency; the U.S. DOE Clean Cities program the National Renewable Energy Laboratory on clean technology vehicles for airports.

Mr. Howards has extensive expertise on the topics of maximizing the efficiency of landside vehicle operations and in maximizing building efficiency. He has authored a variety of reports addressing a broad array of airport sustainability topics, including: Expanding the Use of Alternative Fuel Vehicles at Airports (U.S. Department of Energy); Airports as Niche Markets for Alternative Fuel Vehicles (National Renewable Energy Laboratory); The 10 Airport Survey: Energy Use, Policies, and Programs for Terminal Buildings (U.S. DOE); he has conducted case studies for DOE on energy efficiency programs at Austin-Bergstrom and Seattle-Tacoma International Airports; co-authored two reports for Dallas-Fort Worth International Airport on implementation of the Green Airport Initiative; a report for Seattle-Tacoma International Airport on Managing a Green Airport; and reports for Philadelphia International Airport on Achievements and Opportunities for Further Improving Environmental Quality at PHL.



## Kati Ihamäki

*Finnair VP Sustainable Development*

B.1968, Kati Ihamäki, MSc (Econ.) was appointed by Finnair as Vice President, Sustainable Development on 1 February 2008.

Ihamäki has previously acted as Alliance Director for oneworld affairs and been a member of Finnair's Environmental Organisation. She has been with Finnair since 1992. In her position, Ihamäki acts as the spokesperson for environmental affairs at Finnair Group. Her responsibilities include ensuring that Finnair's environmental goals in Group business activities are realised in such a way that Finnair can be among the leading airlines in environmental activities.

She is also responsible for the coordination of environmental strategy and emissions trade projects as well as for integrating environmental issues into Finnair's competitive strategy.

Profile: *VP Sustainable development, Finnair*  
February 2008 – present

*Director oneworld Alliance, Finnair Ltd*  
December 2006 – January 2008

*Director Commercial partnerships*  
January 2003 – December 2006

Education: *University of Jyväskylä,*  
MBA, Environmental Management, Marketing, Economics, 1996 – 1998

*College of Charleston*  
BSc, Business Administration and Economics, 1991 – 1992



## Mohamad Issa

*Director Ground Operations, Middle East Airlines Ground Handling SA*

Mohammad has a BA in Political & Administrative Sciences and later earned a diploma in Political Sciences and a BA in Social Sciences. He joined Middle East Airlines in 1973 as a Traffic Officer - Load Control and was promoted in 1980 to Supervisor. In 1984 he assumed the position of Superintendent - Load Control and in 1991 was appointed Manager - Load Control. In 1998 Mohammad was promoted to the position of Head of Beirut Station. In 2001, following the reshuffling/restructuring of MEA and the creation of Middle East Airlines Ground Handling, he was assigned the post of Director Ground Operations. He has attended several IATA and non-IATA courses and chairs several committees, including the AOC.



## Sally Leible

*President & COO*

Ms. Leible has been with Airport Terminal Services since its inception in 1975. She started as a Station Manager in St. Louis and has consistently progressed through the management ranks to her current position as President and Chief Operating Officer. Ms. Leible's experience not only includes hands-on management of day-to-day operations, but also new business development and senior level management. Ms. Leible serves on the Board of Directors for Aviance, an international marketing alliance, and IAHA (International Airline Handling Association) and is active in IATA/IGHC and NATA/ASC. In 2000, Ms. Leible was selected as one of the 25 Most Influential Women in St. Louis by the St. Louis Business Journal.



## Frederic Léger

*Head, Cargo Business Process, IATA*

Mr. Léger is Head of Cargo Business Process within the International Air Transport Association (IATA) and is Secretary of the Cargo Services Conference. Its main focus is on the delivery of a simplified air cargo industry supply chain process and the development of new industry standards providing one simple foundation for e-freight, Cargo 2000, Air Mail and Security.

Prior to Cargo, Mr. Léger was head of IATA Electronic Invoicing Services, managing IATA InvoiceWorks, an Internet-based electronic invoicing platform focused on the air transport industry with over 260 airlines and more than 5,550 industry suppliers connected. As part of his accountabilities Mr. Léger was also leading industry task forces to develop and maintain Industry Standards to facilitate the adoption of electronic invoicing in the air transport industry.

Before joining IATA, Mr. Léger as Head of Products and Standards, participated to the development of CPGmarket.com, a startup founded by Danone, Henkel, Nestle and SAP in March 2000. CPGmarket.com is the leading European eSupply Chain marketplace in the Consumer Packaged Goods Industry that offers a set of integrated e-procurement and e-supply chain solutions over the Internet to support the complete procure to pay cycle. Accenture acquired CPGmarket.com in 2005.

Mr Léger studied Supply Chain and Finance and completed his Master's degree in Strategy with honours. He began his career within Cap Gemini, one of the world's largest providers of Consulting, as a Business Consultant managing worldwide SAP implementations, before joining bioMerieux, a major player in the field of in vitro infectious disease diagnostics, to lead an ERP implementation in the Italian subsidiary.



## Elaine Liew

*Risk Management Consultant, IATA*

Elaine is a Consultant with IATA. She specialises in enterprise-wide risk management, project management and internal audit. She has broad industry knowledge in: Aviation, banking & finance, computer manufacturing, power production, etc. which span across various countries including United Kingdom, Canada, Egypt, Malaysia and Singapore.

Elaine's risk management experience includes:

- » Assisting various ground handling companies in the implementation of risk management
- » Speaking on risk management at various global workshops and conferences
- » Developing & facilitating risk management training courses
- » Developing tailored risk management frameworks and processes for companies in different industries while working in Protiviti Limited (UK) and Arthur Andersen (Malaysia)
- » Successful implementation of enterprise-wide risk management in Malaysia Airlines

Elaine holds a Bachelor of Commerce from The University of Melbourne (Australia), is a Certified Practising Accountant (CPA, Australia) and has obtained the Certificate of Internal Audit for Financial Institutions (Institute of Bankers, Malaysia).



## Mr. Muath Majali

*Head of Passenger Services Dept., Royal Jordanian Airlines*

Mr. Muath Majali, joined Royal Jordanian Airlines in 1976, he occupied a number of management positions at the company; before being appointed Head of Passenger Services Department in 2001. He is responsible for managing and directing Handling Contracts (out-station), Out- Stations Affairs, In-flight Services, and Traffic System and Procedures.

He received his bachelor's degree from Jordan University, Amman.

Other Activities:

- » Chairman of Services Committee (AACO).
- » Head of Ground Handling Steering Committee (AACO).



## Neale Millett

*Head, Global Airside & Standards, DHL*

Neale is currently Head of Global Airside & Standards for DHL & is celebrating over 40 years in aviation. After serving as an Assistant Air Traffic Controller in the RAF and for the British Aircraft Corporation, he moved into the cargo airline business and has worked as Operations Controller, Flight Dispatcher, Loadmaster and Station Manager before joining DHL in 1985 as Operations Manager at the start of its Brussels hub. After a brief spell with competitors, he returned to DHL and took responsibility for airside activities at the start of 1992 moving on to a Global role responsible for airside procedures, weight & balance, safety & emergency response at the beginning of last year. He currently represents the company as Chairman of the IATA Ground Handling Council, Chairman of both the IATA the Load Control Working Group and past chair & active member of the IATA Airside Safety Working Group.



## Mike O'Brien

*Director Programme Implementation/Auditing, IATA*

Mike joined IATA in 1987. Currently, Mike coordinates all activities related to the implementation of the IATA Operational Safety Audit (IOSA) Programme of airlines, and the IATA Safety Audit for Ground Operations (ISAGO).

Before joining IATA, Mike worked from 1981 to 1987 with the Hong Kong Civil Aviation Department. From 1972 to 1981, Mike worked with the Australian Department of Civil Aviation. In both locations, he worked on airport planning and development projects.

Mike holds a Bachelor degree in Civil Engineering, and a Masters degree in Environmental Engineering, both from the University of Melbourne.



## Enno Osinga

*Senior VP Cargo, Schiphol Group*

Dutch born and educated Enno Osinga (58) has a distinguished career in aviation and logistics. Following the completion of his degree in Business Administration at Bradford University (UK) he spent some years with ITT UK and ICI UK in various positions. In 1978 he joined KLM Royal Dutch Airlines, where he worked over a period of 20 years in senior management positions, lastly as Deputy Exec. VP KLM Cargo. He then moved to DHL Express as Managing Director Netherlands and was later a member of the European Board of DHL Express. During that period he was also Vice Chairman of Transport and Logistics The Netherlands (TLN), the employer's organization for the transport industry. In 2005 he joined Client Logic as interim CEO Continental Europe. In September 2006 he joined the Schiphol Group as Senior Vice President Cargo.

In that role he is responsible for the implementation of the long term Cargo Strategy of the Airport through which Schiphol will safeguard its position as a leading Mainport for the logistics industry.

In addition Osinga is a non executive board member of Cargonaut, the community system of the Dutch air cargo Community. He is also a board member of ACN, the Dutch Air Cargo association.

Since June 2008 he is also in the position of Managing Director of Schiphol International, a daughter company of Schiphol Group. As such he is responsible for the management of the international participations as well as the expansion of the international network.



## Marsha Rivera-Ragusa

*Director, Contracts - the Americas Fuel & Ground Ops Procurement*

Marsha Rivera-Ragusa is a 35 year aviation veteran, from ramp and passenger operations to head office. She began her career with British Airways in 1977 on the ground floor with in-flight catering and ramp operations for 11 years. Moving into the customer service area in 1988 for 8 years until joining the Procurement Department at the British Airways Americas headquarters in 1996 where she continues to use her operational experience in contracting fuel and ground services. This lifetime of aviation experience has given her the commitment to serve our industry as a member and an officer of the IGHC.



## Dr. Majdi Sabri

*Regional Vice President, Middle East & North Africa, International Air Transport Association, IATA*

Dr Majdi Sabri is IATA's Regional Vice President, Middle East & North Africa. His responsibilities include defining IATA's members' priorities and needs, implementing IATA policies and promoting its services, working with airline presidents and directors of civil aviation in the region. He is also in charge of Industry Distribution and Financial Services in the Middle East & North Africa.

Prior to joining IATA in July 2001, he worked as Vice President Commercial of Royal Jordanian Airlines, and before that as Director of Planning at Jordan's Civil Aviation Authority. He also served on several occasions as Air Transport Consultant with the United Nations.

Dr Sabri holds a Ph.D. in Transportation (Airline Economics and Planning), University of Westminster, M.Sc., Transportation and Traffic Planning, University of Birmingham, United Kingdom and a B.Sc., Economics and Statistics, 1970, University of Jordan, Amman/Jordan.



## Toru Sasaki

*Director, CSR Promotion, Social & Environmental Affairs, All Nippon Airways Co., Ltd*

Currently working as director of Environmental Department of All Nippon Airways (ANA), his main scope of duty includes environmental communications and international relations. He is a member of AAPA EWG (Association of Asia Pacific Airlines, Environmental Working Group), and participated in ETTF (Emissions Trading Task Force) of ICAO, as a member of Japanese government delegation.

After graduating from Keio University, majored in international trade and country risk assessment, he joined Fuji Bank in 1984, mostly engaged in foreign exchange / investment and trade finance. He started the aviation career at ANA in 1992 as Assistant Manager of Airport Traffic, followed by Manager of Finance, Senior Manager of International Alliance department.

He holds public interpreter & guide license as well as tour organizer authorized by the Ministry of Transport. His writings: (Co-author : Japanese language)

- "Earth in Anger" Life Research Center 2007
- "Basics of Aviation Industry" ANA Research Institute 2008



## Barbara Schaffner

*Inspector Facilities, FOCA*

Born in Switzerland, Barbara Schaffner started in commerce, dealing with air-freight. Her career took a turn when she accepted a job offer in a brokerage company. After several years, as a registered representative of NYSE and NASDAQ stock exchanges, Barbara took Bachelor of Science and Business Administration, discovering a liking for Quality Management and recovering interests in aviation.

In 2004, she worked for the Federal Office of Civil Aviation, Switzerland, and became their first Ground Facility Inspector, building up their program of inspections of the Swiss Airlines out-stations. During the last 4 years, the Federal Office of Civil Aviation has conducted audits and inspections of Ground Handlers worldwide. Since January 2008, the focus has been inspections on interfaces between ground- and cockpit staff. The lack of standardized international laws is one of the major concerns, thus they welcome the idea of a standardized auditing program – ISAGO.



## Dr Chris J Smith

*Managing Director Seabury Aviation & Aerospace*

Chris Smith is a Managing Director in the Seabury Group's Corporate Advisory practice and is head of its airports practice and London Office. He has worked in the air transport industry for his entire 34 year professional career since graduating from Oxford. During this time he has advised airlines, airport operators, air traffic management organisations, other government agencies, ground handling agencies and private sector investors throughout the world on all aspects of the industry. He has worked for most major European airport operators and other airport operators and investors around the world on the economics of the air transport industry, based around a deep understanding of the development of air services and the drivers of demand growth. He led a highly respected review of the European Commission's Ground Handling Directive in 2002, and has worked directly for leading service providers since then.



## Ahmed S. Sultan

*Director – Bilateral Agreement & Civil Aviation Relations., National Air Services (NAS) Group*

Sultan, a Saudi National at 37, has spent nearly 15 years in the aviation business in various operational and management units. He started his career with a ground handling company and with a firm belief and vision there has been no looking backwards.

During his tenure in the aviation, he has been exposed to numerous trainings and affiliations from major international aviation business houses such as IATA, which includes IOSA training, Leadership Skills, Quality Management, Safety Management etc. and as well as IATA diploma in Airline Operations.

He was a key player in various important management decisions such as implementation of ISO9001:2000, organizational restructuring, charting out merger plans with his former company and most recently took up the challenge in launching Saudi Arabia's first ever low cost carrier "NASAIR" in the year 2007. With his talent & ability in the aviation and recognizing his involvement in launching "NASAIR", he was appointed as the Director of Ground Operations in National Air Services (NAS) Group. With just him and 5 destinations within the Kingdom he gradually started building the department which now handles more than 20 destinations. He also played instrumental role in the early stage preparation of the airline AOC.

This did not stop him moving forward and yet as another major move in his growing career, on February 2009 the management of National Air Services (NAS) Group tasked him with a new and vital position that was necessary to lead the company forward and accordingly appointed him as the Director for Bilateral Agreement & Civil Aviation Relations.



## Clement Woon

*President & CEO, SATS*

Clement Woon, 49, is the President and Chief Executive Officer of SATS (Singapore Airport Terminal Services Limited), a leading provider of airline ground services and inflight solutions at Singapore Changi Airport.

Prior to this position, he was the President of Geosystems Division of Leica Geosystems AG, a multinational corporation based in Heerbrugg, Switzerland, which provides spatial/surveying solutions and is part of the Hexagon Group from Sweden.

Mr Woon sits on the Boards of SATS Airport Services Pte Ltd, SATS Catering Pte Ltd, Singapore Food Industries Limited, Asia Airfreight Terminal Co Ltd and SATS Hong Kong Limited. He is also the Vice Chairman of Beijing Aviation Ground Services Co Ltd and Beijing Airport Inflight Kitchen Ltd as well as Vice President Commissioner of PT Jasa Angkasa Semesta TBK.

Mr Woon holds a Bachelor of Engineering degree and a Masters of Science degree in Industrial Engineering from the National University of Singapore. He also holds a Masters of Business Administration from the Nanyang Technological University.



## Nick Yeadon

*Managing Director, Air Dispatch*

Air Dispatch International is a UK based aviation support specialist which offers a range of cost-effective services to passenger and cargo airlines worldwide. The company is a subsidiary of the Chapman Freeborn Group, which was formed in 1973 as a multi-sector aviation group.

Air Dispatch's network of offices across Europe provides outsourced station management, ticketing, flight supervision, loadmastering, and other project management services. In 2008 it launched a state-of-the-art centralised load control (CLC) centre in Prague, utilising the groundbreaking Amadeus Altea Departure Control system to manage Finnair's DCS requirements.

Nick Yeadon has over 20 years experience in the ground handling industry. Prior to joining Air Dispatch he spent over a decade working for Servisair as a specialist in flight operations, load control and business analysis. During his time with Air Dispatch he has overseen the successful launch of the CLC in Prague, as well as coordinating ground handling arrangements for high-profile projects ranging from the Athens 2004 Olympic torch relay to worldwide music tours.